Date: June 11, 2019

To: Chair and Members
   Committee of the Whole – Operations and Administration

From: Shane Caskanette
       Fire Chief, Brantford Fire Department

1.0 Type of Report

   Consent Item [ ]
   Item For Consideration [x]

2.0 Topic – Fire - Single Source Request For Computer Aided Dispatch System [Financial Impact – None]

3.0 Recommendation

   A. THAT Report # 2019-338 titled Fire - Single Source Request for Computer Aided Dispatch System be RECEIVED; and

   B. THAT Council APPROVE the single source purchase of a Computer Aided Dispatch System from Symposium Technologies pursuant to Section 4.02(g) of the Purchasing Policy, at an upset limit of $150,000 (excluding HST); and

   C. THAT the Clerk BE DIRECTED to place the purchasing agreement with Symposium Technologies on the Signing By-law for execution by the Mayor and Clerk.

4.0 Purpose and Overview

To request City Council’s approval to single source a new Computer Aided Dispatch (CAD) System for the Brantford Fire Department to ensure efficient, effective and reliable delivery of fire protection services to the community.
5.0 **Background**

The Fire Department is experiencing ongoing issues with the current CAD system and needs to expedite the purchase of a new CAD to ensure fast and reliable delivery of fire protection services to the community.

6.0 **Corporate Policy Context**

This initiative aligns with Goal 4 “Excellence in Governance and Municipal Management” for Brantford to be recognized as a fiscally responsible and well-managed city that provides efficient and effective government services. Furthermore, this initiative supports Strategic Action 4.3 an initiative to “ensure effective and efficient use of technology in service delivery, business processes and community engagement”.

7.0 **Input From Other Sources**

Input was solicited from the Fire Department, Purchasing, Information Technology Service and other municipalities.

8.0 **Analysis**

The (CAD) system used by the Brantford Fire Department is a mission critical system ensuring efficient, effective dispatch of fire protection services to the community.

The Fire Department continues to experience challenges related to the function, reliability and support of the current CAD system.

A CAD replacement requires significant time and effort to program, test, train staff, install and operationalize.

We need to expedite the purchase of a new CAD to ensure efficient, effective and reliable delivery of fire protection services to the community.

Additionally, we may avoid additional support and maintenance fees from the current vendor if we are able to transition quickly to the new CAD.

We conducted market research on various CAD options that exceed current and future CAD requirements of both the City of Brantford, Six Nations of the Grand River and other potential dispatch customers.
The Fire Department identified Symposium Technologies as the most efficient, effective, reliable and cost effective CAD solution for emergency dispatching of fire resources.

9.0 Financial Implications

Funding to replace the current CAD was approved by Council in the 2019 capital budget.

Symposium Technologies CAD startup costs including first year maintenance and support costs are within the Council approved 2019 capital budget of $150,000 (excludes HST).

Yearly ongoing maintenance Fee: $27,000 (excludes HST)

10.0 Conclusion

The Fire Chief recommends that Council approve the single source purchase of a Symposium Technology CAD in order to expedite the transition to a new CAD system to ensure efficient, effective and reliable dispatching of fire protection services to the community.

Shane Caskanette
Fire Chief

Darryl Lee
Chief Administrative Officer

Attachments (if applicable)

N/A

Copy to:
In adopting this report, is a by-law or agreement required? If so, it should be referenced in the recommendation section.

By-law required: [x] yes  [ ] no

Agreement(s) or other documents to be signed by Mayor and/or City Clerk: [x] yes  [ ] no

Is the necessary by-law or agreement being sent concurrently to Council?  [] yes  [x] no