

EMERGENCY RESPONSE COMPUTER-AIDED DISPATCH INTEGRATION SOLE SOURCE CONTRACT

Recommendation

That a sole source agreement between the City of Edmonton and Intergraph Canada ULC (“Hexagon”) for the purchase of proprietary software, maintenance, and related services, for an amount not to exceed \$1,600,000 CAD, excluding GST, as outlined in the November 1, 2023, Financial and Corporate Services report FCS02096, be approved, and that the agreement be in form and content acceptable to the City Manager.

Requested Action	Committee decision required		
ConnectEdmonton’s Guiding Principle	ConnectEdmonton Strategic Goals		
CONNECTED This unifies our work to achieve our strategic goals.	Urban Places		
City Plan Values	LIVE.		
City Plan Big City Move(s)	N/A	Relationship to Council’s Strategic Priorities	Community safety and well-being Conditions for service success
Corporate Business Plan	Managing the corporation		
Council Policy, Program or Project Relationships	<ul style="list-style-type: none"> Bylaw 16620 - City Administration Bylaw 		
Related Council Discussions	<ul style="list-style-type: none"> October 21, 2022, Office of the City Auditor report, OCA01512 Enforcement Services Management and Support Audit October 21, 2022, Community Services report CS01460, Administration Response - Enforcement Support Services February 22, 2018, Financial and Corporate Services report CR_5475. Emergency Response Computer-Aided Dispatch Modernization 		

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Executive Summary

- Hexagon supplies computer-aided dispatch (CAD) solutions to Fire Rescue Services, and Edmonton Transit Services (ETS).
- This report seeks the Executive Committee approval to amend an existing sole source agreement that helps implement an Enforcement Services Audit recommendation by improving the City's technology to enhance integrated service delivery and support employee safety.
- Funding for a computer-aided dispatch solution was approved in the 2023 - 2026 operating and capital budgets. Council approved capital profile CM-18-1514 Technology Implementation - Growth to implement a fully functional dispatch and GPS system in support of officer safety. The budget approval is for the integration of Hexagon Computer-Aided Dispatch (CAD) technologies for up to \$2 million.
- The current contract is for software and services totalling \$2.5 million. The approval of the contract recommended in this report would increase the total spend for Hexagon's CAD technologies by \$1.6 million, to \$4.1 million.

REPORT

In 2022, the Office of the City Auditor conducted an audit on enforcement services within the Community Standards and Neighbourhoods Branch. One of the audit recommendations was to implement a fully functional dispatch and GPS system for all enforcement personnel in the Community Standards and Neighbourhoods Branch.

Multiple City business areas (Fire Rescue Services, Corporate Security and Edmonton Transit) have adopted and leveraged computer aided dispatch (CAD) provided by Intergraph Canada ULC ("Hexagon"). CAD has evolved from a system that dispatches first responders to an intuitive emergency response tool integrated with Alberta Health Services' real-time Emergency Management Systems. This integration provides Albertans with a more complete emergency response service.

The recommendation in this report advances the work with Hexagon to integrate Administration's enforcement officers within the Community Standards and Neighbourhoods Branch with the same dispatch solution. The goal is to implement technology that enables quality decision-making for dispatchers, enhances service delivery and ensures employee safety. This work will also be the catalyst, and provide learnings, that will streamline successful upgrades to Edmonton Transit Peace Officers and Fire Rescue Services dispatch systems.

CAD Modernizing Program

Modernization work is underway to accommodate advances in emergency response technology across City services. Council has approved the funding associated with this project as part of the 2023-2026 Operating Budget. In the future, this work could help achieve a unified approach around a single, co-located dispatch and response centre.

The approved operational and capital funding will allow for the procurement of Hexagon software and services for deployment within Community Standards and Neighbourhoods. This

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modernization also ensures the City's compliance with the maintenance schedule associated with the terms and conditions of the Hexagon service agreement.

Justification for Sole Source Request

A sole source agreement with Hexagon will provide the resources necessary to implement the hardware and software upgrades to modernize the existing dispatch system.

In conjunction with the City, Hexagon has carried out previous upgrades and trained City staff in the use and functionality during implementation and subsequent upgrades. Hexagon, being the software manufacturer, provides the level of product knowledge and access to technical resources that the City requires to carry out a successful upgrade.

Budget/Financial Implications

Funding for this agreement has been approved in the 2023-2026 operating and capital budgets.

Approval of the \$1.6 million contract recommended in this report will increase the total spend for Hexagon's CAD technologies from \$2.5 million to \$4.1 million.

Legal Implications

As per the City Administration Bylaw 16620, agreements over \$1,000,000 that do not arise from a competitive procurement process must be approved by the appropriate Committee of Council.

The City is subject to trade agreements that require an open competitive process for procurements of this value, unless a trade agreement exemption applies. For this procurement, the following sole source exemption applies:

"if the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist for any of the following reasons:... ii. the protection of patents, copyrights or other exclusive rights; or iii. due to an absence of competition for technical reasons;"

Community Insight

Edmontonians expect timely and efficient deployment of City staff in times of emergency. Delayed responses with improper dispatching and a non-optimized response service delivery contribute to poor perceptions and do not support the City's commitments to providing an integrated and effective service.

In addition, this project consolidates data sources that inform service improvement in the Community Safety and Dispatch model and provides a clearer picture of service levels to community members through the Open Data Portal, increasing transparency and trust in reliable and effective service delivery.

GBA+

The CAD System enhances organizational efficiency through automation and standardization, optimizing the timing and speed of dispatchers and first responders. This allows for a more

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equitable and effective service delivery model that benefits all Edmontonians, regardless of their background, location, age or gender.

In addition, Hexagon is built to adhere to language and regionalization settings: e.g., French, German, Spanish etc and for the hearing impaired, it can use any operating system features that assists a user with navigation and dialog entry.

As a step towards integration, this project is part of the broader, unified vision to include Canadian Mental Health Association Edmonton (211), Crisis Diversion, and various other community not-for-profit agencies in providing services to Edmontonians.