

## SOLE-SOURCE CONTRACT FOR EMERGENCY RESPONSE COMPUTER-AIDED DISPATCH

### Recommendation

That the sole-source agreement(s) between the City of Edmonton and Intergraph Canada ULC (“Hexagon”) for the purchase of proprietary Computer Aided Dispatch (CAD) software, maintenance and related services, for a total amount not to exceed \$55,000,000, excluding GST, over 20 years, ending December 31, 2045, as outlined in the September 10, 2025, Financial and Corporate Services report FCS03180, be approved, and that the agreement(s) be in form and content acceptable to the City Manager.

<b>Requested Action</b>	Committee decision required		
<b>ConnectEdmonton’s Guiding Principle</b>	<b>ConnectEdmonton Strategic Goals</b>		
<b>CONNECTED</b> This unifies our work to achieve our strategic goals.	Urban Places		
<b>City Plan Values</b>	LIVE.		
<b>City Plan Big City Move(s)</b>	N/A	<b>Relationship to Council’s Strategic Priorities</b>	Community safety and well-being  Conditions for service success
<b>Corporate Business Plan</b>	Managing the corporation		
<b>Council Policy, Program or Project Relationships</b>	<ul style="list-style-type: none"> <li>Bylaw 16620 - City Administration Bylaw</li> </ul>		
<b>Related Council Discussions</b>	<ul style="list-style-type: none"> <li>November 1, 2023, Financial &amp; Corporate Services report, FCS02096 Emergency Response Computer-Aided Dispatch Integration Sole-Source Contract</li> <li>October 21, 2022, Office of the City Auditor report, OCA01512 Enforcement Services Management and Support Audit</li> <li>October 21, 2022, Community Services report CS01460, Administration Response - Enforcement Support Services</li> <li>February 22, 2018, Financial and Corporate Services report CR_5475, Emergency Response Computer-Aided Dispatch Modernization</li> </ul>		

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## Executive Summary

- Intergraph Canada ULC (“Hexagon”) supplies computer-aided dispatch (CAD) solutions to Fire Rescue Services, Transit Peace Officers and Community Standards Peace Officers.
- As part of Administration's implementation of recommendations resulting from the Enforcement Services Audit completed by the Office of the City Auditor, Administration is advancing software, support and technology improvements that integrate service delivery to support employee and resident safety.
- The approval of the report recommendation will advance the City's long-term partnership with Hexagon, beginning with upgrading and unifying the dispatch systems for Fire Rescue Services and Peace Officers with the tools already deployed in Community Standards.
- The terms of the current Hexagon contract expire in December 2025. Administration requests approval of a sole-source agreement(s) for up to 20 years ending December 31, 2045, for an amount not to exceed \$55,000,000 CAD (excluding GST). The City may enter into multiple agreements for the continued use of Hexagon for CAD services.

## REPORT

The October 21, 2022, Office of the City Auditor report, OCA01512 Enforcement Services Management and Support Audit recommended implementing a fully functional dispatch and GPS system for enforcement services within the Community Standards branch.

This was successfully completed in June 2025, leveraging Intergraph Canada ULC's Hexagon CAD system, which is already in use by multiple City business areas (Fire Rescue Services and Peace Officers). This initiative enhances service delivery, ensures employee safety and enables quality decision-making for dispatchers.

Further modernization work is underway to accommodate advances in emergency response technology across City services, including the dispatch systems for Fire Rescue Services and Peace Officers. The scope and scale of each warrant separate projects, but they share an overarching governance and budget. Council has approved the funding associated with this budget as part of the 2023-2026 Operating Budget.

Approval of this sole-source request will allow the City to align Fire Rescue Services and Peace Officer dispatch with the system already being used by Community Standards, allow for future enhancement and provide a streamlined environment that enables agencies, including the Edmonton Police Service to share event data with less duplication. This integration will offer a more complete emergency response service for Albertans and help the City prepare for the federally mandated changes for Next Generation 9-1-1.

This modernization also ensures that the City complies with the maintenance schedule associated with the terms and conditions of the Hexagon service agreement.

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### **Justification for Sole-Source Request**

This long-term sole-source request with Hexagon will provide the time and resources necessary to implement the hardware and software upgrades to modernize the existing dispatch system today, and well into the future.

Hexagon is the proprietary software manufacturer, and its direct access to the specialized product knowledge and technical resources is essential for the ongoing upgrades, maintenance, and support of the existing emergency dispatch system currently used by Fire Rescue Services, Transit Peace Officers, Edmonton Police Services and Community Standards Peace Officers.

Executive Committee previously approved, as required, the use of Hexagon, for as long as the City uses Intergraph products (now Hexagon). This approval is included as Attachment 1. Administration is requesting a 20 year term limit. This change will enable Administration to secure long-term pricing and ensure that the technology remains consistent.

Hexagon is integral to the City's efforts in preparing for the Next Generation 9-1-1 changes; any interruption would significantly impede this crucial service. Due to the proprietary nature of the Hexagon software and its extensive integrations within the City, only Hexagon is capable of providing the necessary seamless functionality or support, and meeting the City's operational and technical requirements for such a critical emergency response system.

### **Budget/Financial Implications**

Hexagon software maintenance costs are funded with existing budget, meaning there are no new budget requests at this time. Capital funding for the modernization and unification of the dispatch systems, which are part of this sole-source request, was approved as part of the 2023-2026 Budget.

Approval of this sole-source agreement would increase the total potential spending with Hexagon to \$59.1 million, inclusive of the previous \$4.1 million dollar contract, representing a 20-year strategic relationship designed to secure stable pricing and ensure long-term consistency for critical emergency response services systems. This new maximum threshold exceeds the presently approved limit and represents a maximum available spend, not a guaranteed expenditure. This requested value contemplates the costs associated with delivering these currently funded projects, along with any anticipated growth or enhancement projects that will likely arise over the next 20 years.

Any new capital expenditures or projects not already approved by City Council will be subject to the City's standard capital budget request process and require separate Council approval.

### **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:

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“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. Optimized responses that are supported by effective dispatching contribute to positive perceptions of public safety service delivery and support the City’s commitment to safety.

In addition to effective service delivery, this project consolidates data sources that inform ongoing service improvement in the Community Safety and Dispatch model. Consolidated data sources can also enable transparent service level reporting through the Open Data Portal, increasing trust in reliable and effective service delivery.

### GBA+

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.

### Environment and Climate Review

This report was reviewed for environment and climate risks. Based on the review completed no significant interactions with the City’s environmental and climate goals were identified within the scope of this report.

### Risk Assessment

Risk Category	Risk Description	Likelihood	Impact	Risk Score (with current mitigations)	Current Mitigations	Potential Future Mitigations
<b>If recommendation is not approved</b>						
Operational disruption	Pausing the work with Hexagon will delay all future work, including the upgrades as well as maintenance, support, and professional services from the vendor.	3 - possible	5 - worst case	15 - high	In the event of service disruptions the City would rely on business continuity planning and manual processes. These processes are not sufficient to address daily operations and are not appropriate for long term operations.	Extend the Hexagon agreement to ensure the City can continue upgrades and future work as planned.

### Attachments

1. Council Approval (Intergraph License Purchases) 09 27 2005