



CITY OF HAMILTON
CORPORATE SERVICES DEPARTMENT
Information Technology Division
and
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Emergency Services, Fire Department

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	March 22, 2023
SUBJECT/REPORT NO:	Next Generation 9-1-1 Service Delivery (FCS20082(b)/HSC20045(b)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Alex Panicker (905) 546-2424 Ext. 6723 Michael Rember (905) 546-2424 Ext. 3376
SUBMITTED BY: SIGNATURE:	Mike Zegarac General Manager, Finance and Corporate Services Corporate Services Department
SUBMITTED BY: SIGNATURE:	Bonnie Elder Acting General Manager, Healthy and Safe Communities Healthy and Safe Communities Department

RECOMMENDATIONS

- (a) That pursuant to Procurement Policy #12, Council approve the procurement of the Call Handling System component for Next Generation 9-1-1 (NG9-1-1) implementation for the Hamilton Fire Department and Hamilton Police Service and that the General Manager, Finance and Corporate Services Department be authorized to negotiate, enter into and execute, on behalf of the City of Hamilton, a contract, renewals, extensions, amendments and any ancillary documents required to give effect thereto with Comtech Solacom Technologies Inc., in a form satisfactory to the City Solicitor and with content acceptable to the General Manager, Finance and Corporate Services and;

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

- (b) That the General Manager, Finance and Corporate Services Department be authorized to negotiate, enter into and execute, on behalf of the City of Hamilton, all necessary funding agreements, renewals, extensions, amendments, and any ancillary documents with His Majesty the King in Right of Ontario as represented by the Solicitor General (the Province of Ontario) for acceptance of funding to support the transition to NG9-1-1, in a form satisfactory to the City Solicitor and with content acceptable to the General Manager, Finance and Corporate Services.

EXECUTIVE SUMMARY

Further to the December 5, 2022, Information Report - Upgrade of 911 System to the Next Generation 9-1-1 Messaging Service Delivery (FCS20082(a) /HSC20045(a)/ PW22087):

In 2020, Comtech Solacom Technologies Inc. (Solacom) was the successful proponent of the Request for Proposal (RFP) #1360407-19 NG9-1-1 Solution for the Call Handling System component conducted by the Toronto Police Service. As part of the RFP process, the Toronto Police Service had included a piggyback clause allowing the ability of other government agencies to participate in, and procure the Call Handling System, upon the vendor's agreement.

The City of Hamilton's NG9-1-1 project was initiated in 2020 by the Hamilton Fire Department and Hamilton Police Service, who hired a consultant to assist with gathering necessary requirements. However, the project encountered delays during the COVID pandemic. In 2021, as the consultant study neared completion and following consultation with Bell Canada (the NG9-1-1 service provider), and the Emergency Services Working Group, it became apparent that COVID related supply chain issues would create tight timelines, given that approximately 110 Public Safety Answering Points within Ontario would be competing for the same equipment and resources. To meet the Canadian Radio-television and Telecommunications Commission deadlines and accelerate the project, the NG9-1-1 Joint Steering Committee requested that the Toronto Police Service RFP be utilized if possible.

Approval was obtained from the City Manager to negotiate with Solacom with the caveat that the contract would not be signed before Council authorization was obtained.

On November 28, 2022, the Ministry of the Solicitor General, Emergency Services Telecommunications Division announced the opening of the application process for NG9-1-1 transition funding support.

On January 10, 2023 the City of Hamilton submitted its applications for funding support for both of Hamilton's Public Safety Answering Points, Hamilton Fire Department and Hamilton Police Service.

Recently the Province has communicated that they will be providing the City of Hamilton \$4,325,000.00 (\$2,000,000.00 allocated to the Hamilton Fire Department and \$2,325,000.00 allocated to the Hamilton Police Services) in support for eligible technology related expenditures, with the stipulation that any such funds be spent by March 31, 2023. As part of this process, a signed Letter of Intent is to be delivered no later than March 24, 2023, and an executed Transfer Payment Agreement is required by the Ministry, dated no later than March 31, 2023.

In order to ensure deadlines for executing and returning provincial funding agreements are met, staff are seeking approval to accept any funding provided by the Province through this funding program and to execute the necessary agreements and documents.

The purpose of this report is to obtain Council authorization to:

- Negotiate, enter-into, and execute, on behalf of the City of Hamilton a contract for the call handling system component of the overall NG9-1-1 technology solution with the company Solacom.
- Accept the NG9-1-1 transition funding support (the City of Hamilton has been offered up to a maximum of \$4,325,000.00) from the Ministry of the Solicitor General, Emergency Services Telecommunications Division and to execute the necessary funding documentation/agreements with the Ministry on or before the required deadlines.

Alternatives for Consideration

See page 8 for alternatives for consideration that were considered.

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial:

The Solacom contract has an approximate capital expenditure of \$1.3M, to be funded through capital project 3502157101 – NG9-1-1. Support, maintenance and license fees are estimated at \$750,000 for a 5-year period. This is part of the operating impact of capital request in the 2023 Operating budget.

The capital budget for the NG9-1-1 System Implementation is detailed below:

SUBJECT: Next Generation 9-1-1 Service Delivery (FCS20082(b)/ HSC20045(b))
(City Wide) - Page 4 of 9

Description	Budgeted Amount	Actuals /Committed	Projected Spend (2023/ 2024)
Professional Services (Consulting)	\$500,000	\$613,200	\$100,000
Call Handling System(Hardware and Software)	\$1,500,000		\$1,300,000
Network and hardware Infrastructure	\$2,200,000		\$2,200,000
NG911 Call Recording System	\$260,000		\$200,000
Emergency Radio System	\$850,000		\$850,000
Staff Backfill /Project & Change Management	\$1,500,000	\$100,800	\$1,280,000
NG911 Dispatch Systems conformity	\$500,000		\$500,000
Contingency	\$450,000		
Total	\$7,760,000	\$714,000	\$6,430,000

The Operating Impact on Capital is projected below: Description	2023 Approved	Actuals	2024 Projected
Approved Budget	\$312,000		
Project Management		\$300,000	
Server and Network Operating Costs			\$200,000
Other License Costs			\$50,000
Call Handling System Support			\$150,000
ITS Support Staff X 3			\$450,000
Total	\$312,000	\$300,000	\$850,000

Staff submitted applications on behalf of the Hamilton Fire Department and Hamilton Police Service to the Ministry of the Solicitor General, Emergency Services Telecommunications Division for NG9-1-1 transition funding support. Recently the Province has communicated that they will be providing the City of Hamilton \$4,325,000.00 in support for eligible technology related expenditures. As part of this process, a signed Letter of Intent is to be delivered no later than March 24, 2023, and an executed Transfer Payment Agreement is required by the Ministry, dated no later than March 31, 2023.

Once the full potential of the above funding has been determined, based on the terms and conditions of the Transfer Payment Agreement, staff will undertake the following actions, firstly to recommend amending the Capital budget for NG9-1-1, secondly, to pursue any further funding programs in an effort to lessen the local funding requirements.

Staffing: Not Applicable

Legal: Legal Services will be involved in the negotiations and review of contract documents for the Solacom contract and the Transfer Payment Agreements with the Province of Ontario.

HISTORICAL BACKGROUND

Call Handling System Contract:

On June 1st, 2017, in order to create a safer environment for Canadians by enabling access to enhanced and innovative 9-1-1 services, the Canadian Radio-television and Telecommunications Commission mandated all telephone companies to update their networks to provide NG9-1-1 for Canadians. The deadline for transition to NG9-1-1 is March 4, 2025. At that point the currently existing 9-1-1 system - Enhanced 9-1-1 (E9-1-1) - will be decommissioned.

Once all features of the NG9-1-1 services are rolled out, the system will enable Canadians to provide emergency responders vital information via text, photos or videos.

Example scenarios include customer profile (additional data about the call), vehicle crash notifications, medical emergency notification from devices, etc.

Future considerations include but are not limited to streaming, 'Smart Buildings', fire and security alarm monitoring services.

One significant piece to NG9-1-1 is that it is designed to provide equitable 9-1-1 services anywhere in Canada.

NG9-1-1 system features are expected to include:

- True system interoperability
- Data sharing between Public Safety Answering Points (PSAPs)
- Improved redundancy and reliability (virtual Public Safety Answering Points)
- Improved response times
- Enhanced disaster recovery

To meet the CRTC deadline and mitigate risks of supply chain issues and rising costs, the Hamilton Police Service (HPS), as the primary PSAP, in collaboration with the Hamilton Fire Department (HFD), reviewed the Toronto Police Service Request for Proposal for the NG9-1-1 Solution for the Call Handling System component and Solacom's response.

Solacom is a respected leader in the call management solution field for PSAPs, acknowledged by multiple municipalities currently providing 9-1-1 services. After analysing the Toronto Police Service Request for Proposal (TPS RFP) and Solacom's response, both HPS and HFD determined that conducting a full-blown RFP process for the City would negatively impact the City's ability to meet the CRTC deadline. As a result, the decision was made to "piggyback" on the TPS RFP. The City of Hamilton's Manager of Procurement confirmed that there is appropriate language in the TPS RFP to allow for other government agencies to piggyback and that the City's ability to participate in the TPS RFP is allowable under the City's Procurement Policy, Policy 4.12 Co-operative Procurements.

The City Manager authorized negotiations with Solacom and both the Hamilton Fire Department and Hamilton Police Service are currently negotiating the terms and conditions, confirming the functional capability of the system and developing a contract to the satisfaction of the City Solicitor.

Historical References:

- 2017 - June 1, 2017 Canadian Radio-Television Telecommunications Commission mandate to upgrade E9-1-1 System
- 2020 - October 22, 2020 Report FCS20082 / HSC20045 (City Wide) -Information Report to council on NG9-1-1 Mandate
- 2021 – Budget Process Council approved \$6M for the Technology Solution with Operating budget of \$312K
- 2022 - December 5, 2022 - Report FCS20082(a)/HSC20045(a)/PW22087 (City Wide) -Information Report informing Council of upcoming Budget requirements for Technology Enhancements & Facilities Renovations
- 2023 Budget Process - Approval of line item for Technology enhancement component of project \$1,760,000

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The migration to NG9-1-1 is mandated and legislated by the CRTC Telecom Regulatory Policy: CRTC 2017-182.

PSAPs will no longer be able to take 9-1-1 calls after March of 2025 without the required NG9-1-1 technology. Every PSAP within Canada will be required to update and replace their Call Handling Systems in order to be compatible to receive NG9-1-1 calls and transfer them accordingly.

Failure to meet the CRTC platform migration to NG9-1-1 by March 4, 2025 will result in disruption (failure) of 9-1-1 services provided by the City of Hamilton. Bell Canada (the NG9-1-1 service provider) and the Emergency Services Working Group recommend all municipalities have their Call Handling System fully operational ahead of the CRTC deadline, to allow for testing and for Bell Canada's onboarding timeline.

This Report is in accordance with By-law 20-205 as amended Procurement Policy, Policy 4.12 Cooperative Procurements.

RELEVANT CONSULTATION

Consultation for this report took place as follows:

- Corporate Services Information Technology
- Hamilton Police Service
- Hamilton Fire Department
- Procurement
- Legal
- Finance

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Call Handling System Contract:

By mid-2022, the Hamilton Fire Department and Hamilton Police Service had gathered enough information through an environmental scan, consultant engagement, and participation in various public sector NG9-1-1 information bodies like National Emergency Number Association and Association of Public-Safety Communication Officials to start the implementation phase of the NG9-1-1 Project. However, it was quickly determined that supply chain issues related to COVID and the large number of PSAPs working on the same problem would impact critical timelines. Risk to the timeline became a focus since critical IT 'server' and 'network equipment' orders were taking about a year. Also, the competition for equipment and key technical resources to implement NG9-1-1 will not just be limited to the approximately 110 PSAPs in Ontario but will include all the PSAPs in all the provinces in Canada bound by the same CRTC deadlines. Bell Canada resources and Call Handling System vendor resources are likely to be highly sought after in the near future.

Market scans revealed that Call Handling System products were still maturing, and comparable Police Services were choosing the same vendor, Solacom.

Solacom was the successful proponent in the TPS RFP, which has a piggyback clause built into it. Several cities, including London, Barrie, and Windsor, have leveraged the TPS RFP piggyback clause. Additionally, the evaluation criteria used in the TPS RFP are relatively consistent with the City of Hamilton's normal RFP evaluation criteria, with the following weightings:

- Pricing (35)
- Suitability of Proposed Solution and Technical Demonstration (25)
- Service and Support (15)
- Experience, Qualifications, and References (10)
- Plan and Methodology (10)
- Accessibility, Equity, Diversity, and Inclusion (5)

Solacom has been acknowledged as a market leader with a mature Call Handling System product that satisfies the needs of both the HFD and HPS. Price discounts applied to the City of Toronto through the RFP are also available to the City of Hamilton. Leveraging the piggyback clause in the TPS RFP reduces the procurement time and enables the HFD and HPS to order, develop, and deploy the critical Call Handling System, allowing them to become NG9-1-1 compliant within legislated timelines

Provincial Funding:

ALTERNATIVES FOR CONSIDERATION

The following alternatives were considered and deemed not suitable:

RFP for Call Handling System – the timeline to develop and issue the RFP, evaluate and negotiate a contract, order the applicable equipment, design, configure, test and deploy the solution will be considerable in terms of time to complete and carry out a formal competitive process. This will most certainly put the City of Hamilton at great risk of not meeting legislated deadline of March 4, 2025 for transition to NG9-1-1.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Healthy and Safe Communities

Hamilton is a safe and supportive City where people are active, healthy, and have a high quality of life.

Built Environment and Infrastructure

Hamilton is supported by state-of-the-art infrastructure, transportation options, buildings and public spaces that create a dynamic City.

Our People and Performance

Hamiltonians have a high level of trust and confidence in their City government.

APPENDICES AND SCHEDULES ATTACHED

N/A