Agenda – Council – March 21, 2024

Report – Standing Policy Committee on Community Services – March 6, 2024

Item No. 1 Single Source Negotiations and Award of Contract to Motorola Solutions for the Provision of Support and Software Upgrades of the NICE Multimedia Logging Solution to the Winnipeg Fire Paramedic Service

STANDING COMMITTEE RECOMMENDATION:

On March 12, 2024, the Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Community Services and submitted the following to Council:

1. That the single source negotiation and that the City enter into, execute, deliver and award of contract to Motorola Solutions Canada Inc. for the estimated 2025 - 2028 contracts for support and software upgrades of the NICE call logging solution in the amount of $861,401.00 plus MRST and GST as applicable, be approved.

2. That authority be delegated to the Chief Administrative Officer to negotiate and approve the terms and conditions of the agreement with respect to the Single Source Maintenance Contract for the estimated 2025 - 2028 contracts with Motorola Solutions Canada Inc. for support and software upgrades of the NICE call logging solution in the amount of $861,401.00 plus MRST and GST as applicable, in accordance with the terms and conditions set forth herein and such other terms and conditions deemed necessary by the City Solicitor / Director of Legal Services to protect the interests of the City, as well as such other agreements as determined necessary by the City Solicitor / Director of Legal Services to implement the intent of the foregoing (the "Ancillary Agreements").

3. That authority be delegated to the Chief Administrative Officer to negotiate and approve the terms and conditions of all future agreements and Ancillary Agreements with respect to the Single Source Maintenance Contract for the estimated 2025 – 2028 contracts with Motorola Solutions Canada Inc. for support and software upgrades of the NICE call logging solution, in accordance with terms and conditions similar to those set forth herein and such other terms and conditions deemed necessary by the City Solicitor / Director of Legal Services to protect the interests of the City.

4. That the Chief Administrative Officer be directed to provide an update to the Standing Policy Committee on Community Services within 120 days of any agreements being entered into, as outlined in Recommendations 2 and 3.

5. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

Report – Standing Policy Committee on Community Services – March 6, 2024

DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On March 12, 2024, the Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Community Services and submitted the matter to Council.

STANDING COMMITTEE RECOMMENDATION:

On March 6, 2024, the Standing Policy Committee on Community Services concurred in the recommendation of the Winnipeg Public Service, with the following amendment:

- Add the following new Recommendation, and renumber the remaining Recommendation accordingly:

    "4. That the Chief Administrative Officer be directed to provide an update to the Standing Policy Committee on Community Services within 120 days of any agreements being entered into, as outlined in Recommendations 2 and 3."

and submitted the matter to the Executive Policy Committee and Council.

ADMINISTRATIVE REPORT

Title: Single Source Negotiations and Award of Contract to Motorola Solutions for the Provision of Support and Software Upgrades of the NICE Multimedia Logging Solution to the Winnipeg Fire Paramedic Service

Critical Path: Standing Policy Committee on Community Services – Executive Policy Committee – Council

AUTHORIZATION

Author	Department Head	CFO	CAO
L. Li	C. Schmidt	C. Kloepfer	M. Jack

EXECUTIVE SUMMARY

The Winnipeg Fire Paramedic Service (WFPS) has purchased a NICE multimedia logging solution from Motorola Solutions Canada Inc. in partnership with NICE Ltd. through the Government of Canada collaborative buying agreement with Motorola.

WFPS is seeking approval to enter into sole source negotiations to procure a four-year support and software upgrade contract to start in 2025. The total cost of the service is estimated at $861,401.00 plus MRST and GST as applicable. The cost is distributed as follows:

- 2025: $199,386
- 2026: $209,669
- 2027: $220,485
- 2028: $231,861

Without software support and updates for new security threats, the system would become more and more vulnerable. Older software may become incompatible with newer technologies, such as a new version of the 9-1-1 call-taking software, leading to decreased functionality.

The recommendations of this report are compliant with the Materials Management Policy and applicable Trade Agreements. Further details are provided in the History/Discussion section of this report.

RECOMMENDATIONS

1. That Council approve the single source negotiation and that the City enter into, execute, deliver and award of contract to Motorola Solutions Canada Inc. for the estimated 2025 - 2028 contracts for support and software upgrades of the NICE call logging solution in the amount of $861,401.00 plus MRST and GST as applicable.

2. That authority be delegated to the Chief Administrative Officer to negotiate and approve the terms and conditions of the agreement with respect to the Single Source Maintenance Contract for the estimated 2025 - 2028 contracts with Motorola Solutions Canada Inc. for support and software upgrades of the NICE call logging solution in the amount of $861,401.00 plus MRST and GST as applicable, in accordance with the terms and conditions set forth herein and such other terms and conditions deemed necessary by the City Solicitor / Director of Legal Services to protect the interests of the City, as well as such other agreements as determined necessary by the City Solicitor / Director of Legal Services to implement the intent of the foregoing (the "**Ancillary Agreements**").

3. That authority be delegated to the Chief Administrative Officer to negotiate and approve the terms and conditions of all future agreements and Ancillary Agreements with respect to the Single Source Maintenance Contract for the estimated 2025 – 2028 contracts with Motorola Solutions Canada Inc. for support and software upgrades of the NICE call logging solution, in accordance with terms and conditions similar to those set forth herein and such other terms and conditions deemed necessary by the City Solicitor / Director of Legal Services to protect the interests of the City.

4. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

REASON FOR THE REPORT

As the total conditional amount to be paid by the City pursuant to the contract is for a purchase that obligates the City to expenditures on future budgets, Council approval is required.

IMPLICATIONS OF THE RECOMMENDATIONS

The maintenance contract provides ongoing management and software upgrades to the system to maintain version and operational stability.

The cost of support of the legacy call logging system, which is being replaced, was $5,000. This creates a shortfall in funding that will be considered in the 2025 budget process through either a request for additional funding or through the Department identifying cost savings to offset.

Although the new requirements to support the NICE system are higher annual costs, some advantages of the NICE multimedia logging solution are:

- Increased Complexity of Software: the new multimedia logger introduces more advanced features for recording 9-1-1 calls with images and radios. It also requires additional integration with P25 radio systems, Computer Aided Dispatch system, and the NG9-1-1 call-taking systems. The support contract is higher to account for the increased complexity and expertise needed to address issues. The legacy logger is end-of-life and only records voice calls and radio with limited options.

- Extended Coverage and Service Level Agreements (SLAs): the new support contract offers broader coverage, faster response times, and more extensive service level agreements, providing the City with enhanced support and minimizing downtime to

ensure FPS 9-1-1 Communications Centres have reliable recording systems at all time, as required by regulation.

Without software support, the system faces security vulnerabilities as updates addressing potential threats are lacking. Compatibility issues may arise, with older software becoming incompatible with newer technologies, such as a new version of the 9-1-1 call-taking software, leading to decreased functionality.

HISTORY/DISCUSSION

The Winnipeg Fire Paramedic Service (WFPS) has purchased a NICE multimedia logging solution from Motorola Solutions Canada Inc. through the Government of Canada collaborative purchase agreement to fulfill the Next Gen 9-1-1 call logging requirement. The purchase contract includes one year of support and software upgrade service that is estimated to expire in 2025, as the start date is contingent on the implementation date of the equipment, as well as migration to the Provincial Public Safety Communications System (PSCS).

Motorola and NICE have cultivated a collaborative partnership spanning more than a decade, and they currently share the support call centre. The provision of ongoing support and software upgrades encompasses multiple interfaces, denoted as Motorola Archive Interface Server (AIS), Motorola Provincial Radio Network, Motorola Border Router and Firewall, and NICE Multimedia Logger. Motorola serves as the singular point of contact for all related support.

The award of contract as a single source is justifiable as Motorola is a strategic partner of NICE Technologies, and they conduct research and development together. NICE has a team embedded at the Motorola System Support Center, and pricing provided by Motorola was in consultation with NICE. The multi-media logger will be part of a complex environment, and the provision of support and software upgrades encompasses multiple interfaces, including the Motorola Archive Interface Server (AIS), Motorola Provincial Radio Network, Motorola Border Router and Firewall, and NICE multi-media logger. Motorola serves as the singular point of contact, streamlining the process by consolidating all support requests into a single ticket.

This procurement is subject to the New West Partnership Trade Agreement (“NWPTA”), the Canadian Free Trade Agreement (“CFTA”), and the Comprehensive Economic and Trade Agreement (“CETA”) and associated Canada-UK Continuity Agreement. Article 19.12 of CETA states that limited tendering may be used where services can only be provided by one particular supplier, and no reasonable alternatives exist due to an absence of competition for technical reasons. There is an equivalent exception in Article 513(b) of the CFTA.

In order to properly function, the multi-media logger must have upgrades by Motorola that match corresponding upgrades being conducted by Motorola on the radio network. The maintenance and software installations are required for both the NICE system and Motorola software. Motorola Solutions Canada Inc. can provide licensing, upgrades, preventative maintenance, and user training for this product without raising technical security concerns.

Options to procure support and upgrades:

Option 1: enter into a multi-year contract

Ensures the ongoing support function is available and any upgrade that becomes available is installed as soon as practicable.

Option 2: pay for each support requirement and upgrade each year

The estimated annual cost of support and upgrades outside of a support contract is estimated at $400,000 per upgrade plus staff time for support costs.

The Public Service recommends Option 1 as the most cost advantageous and the most responsive service.

Cost/Benefit Analysis

The Public Service is seeking approval to enter into the contract and commit future year budgets towards this purchase. The benefits of Option 1, as recommended in this report, are:

- Over 50 percent reduced contract cost that will lower the operational costs and allow the Department to use the budget for other matters.

- Simplify the support process by reducing the contact of multiple vendors. It will reduce the system downtime for the critical service.

- With a multi-year support contract, the vendor will have better knowledge about the environment which can lead to more consistent product and service.

This procurement is in accordance with B4.1 F. of the Materials Management Policy, which states the compatibility of a supply with existing property or services is the paramount consideration and that supply is available only from a single supplier.

The Contract Administrator has reviewed the support for the new logging solution with the vendor and is satisfied they have the necessary resources and experience to perform the work of the contract and the increase over the current logger is acceptable.

FINANCIAL IMPACT

Financial Impact Statement

Date: January 26, 2024

Project Name:

First Year of Program **2025**

Single Source Negotiations and Award of Contract to Motorola Solutions for the Provision of Support and Software Upgrades of the NICE Multimedia Logging Solution to the Winnipeg Fire Paramedic Service

	2025	2026	2027	2028	2029
Capital					
Capital Expenditures Required		$ -	$ -	$ -	$ -
Less: Existing Budgeted Costs		-	-	-	-
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal	$ -	$ -	$ -	$ -	$ -
Debt - External	-	-	-	-	-
Grants (Enter Description Here)	-	-	-	-	-
Reserves, Equity, Surplus	-	-	-	-	-
Other - Enter Description Here	-	-	-	-	-
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -				
Total Additional Debt Required	$ -				

Current Expenditures/Revenues					
Direct Costs	213,343	224,346	235,919	248,091	
Less: Incremental Revenue/Recovery	177,075	186,207	195,813	205,916	
Net Cost/(Benefit)	$ 36,268	$ 38,139	$ 40,106	$ 42,176	$ -
Less: Existing Budget Amounts	36,268	38,139	40,106	42,176	
Net Budget Adjustment Required	$ 0	$ (0)	$ 0	$ (0)	$ -

Additional Comments:

The above FIS includes MRST at prevailing rate. A proportion of the cost will be funded through the EMS contract with Shared Health and the balance from within approved budget.

John Hall FCMA, CGMA
Financial Controller
Fire Paramedic Service

CONSULTATION

This Report has been prepared in consultation with:

- Materials Management Division, Corporate Finance Department
- Legal Services Department

OURWINNIPEG POLICY ALIGNMENT

Consideration was given as to whether this report connects to the OURWinnipeg Policy, and it was determined that the OURWinnipeg Policy is not applicable to this specific report.

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

Consideration was given as to whether this report connects to the Winnipeg Climate Action Plan (CAP), and it was determined that the CAP is not applicable to this specific report.

WINNIPEG POVERTY REDUCTION STRATEGY ALIGNMENT

Consideration was given as to whether this report connects to the Winnipeg Poverty Reduction Strategy (PRS) and its Goals and Objectives, and it was determined that the PRS is not applicable to this specific report.

SUBMITTED BY

Department: Innovation and Technology
Division: Winnipeg Fire Paramedic Service
Prepared by: Leo Li, Coordinator of Data & Application
Date: January 26, 2024