



REPORT

TO: Mayor Lawlor and Members of Council

FROM: Bruce Morrison - Deputy Fire Chief
Bethany Yew - Manager of Purchasing

DATE: September 28, 2024

REPORT NO.: FIRE-2024-006

SUBJECT: Award of Proposal – Fire Record Management System

RECOMMENDATION:

THAT Report No. FIRE-2024-006 dated September 28, 2024 regarding the Award of Proposal - Fire Record Management System, be received;

AND FURTHER THAT Proposal 2024-006-P Fire Record Management System be awarded to Locality Media Inc dba First Due for providing and hosting the application, full implementation and continuous support and maintenance for a three (3) year term with the option to renew this contract for three (3) additional two (2) year terms, based on satisfactory performance and price negotiations;

AND FURTHER THAT the Manager of Purchasing be authorized to issue a purchase order for \$83,915.68 plus applicable taxes, for an initial term of three (3) years, any subsequent renewal terms, or until such time the Town no longer requires the application;

AND FURTHER THAT That Council authorizes the Mayor and Clerk to execute the necessary contract documents for the project.

KEY POINTS:

The following are the key points for consideration with respect to this report:

- Staff are recommending the award of Proposal 2024-006-P Fire Record Management System be awarded to Locality Media Inc dba First Due.

- Locality Media Inc is the highest ranked compliant proponent through an extensive Request for Proposal evaluation process.
- The Purchasing Policy (PLCY-2023-0003) requires awards for Requests for Proposals over \$250,000 be authorized by Council.

BACKGROUND AND DISCUSSION:

The Fire Records Management System (RMS) is a legislated tool that enhances health and safety through integrated data usage. The system must meet reporting needs of the department along with requirements outlined by the Ontario Fire Marshal.

The current records management system is outdated, any product support provided by the vendor is now limited at best, and this support is about to cease. Limitations of the current RMS system means that the current data kept lacks the detail a fire service needs in its day-to-day operation, is difficult to analyze easily and forces staff to use alternate means of storage to record this information. This shortcoming has resulted in the use of excel spread sheets, word documents, and photo files stored outside of this system.

The Request for Proposal (RFP) 2024-006-P Fire Records Management System was issued on February 22, 2024, and closed on March 27, 2024. The RFP was posted on the Town’s Bids and Tenders website. There were fourteen (14) plan takers through the Bids and Tenders website and three (3) submissions were received as follows:

Proposal received (in alphabetical order)	Location
CriSys Limited	Ontario
ICO Technologies	Quebec
Locality Media, Inc. (First Due)	USA

Proposals were evaluated by staff from the Fire Department and Information Technology Services and administered by Purchasing, based on the following criteria:

- Company Experience and Project Team Credentials
- Project Experience and References
- Project Implementation Plan and Schedule
- Service Level Standard
- Technical Requirements
- Functional Requirements
- Hosting/Software as a Service Requirement

After extensive evaluations and scoring, the highest ranked RMS system was Locality Media Inc dba First Due This is a Cloud based product, consisting of several individual modules that can collect reliable data such as fire response, personnel information, fire inspections, pre-plans, and asset management, to name a few. In addition, this system

will be able to store photos, video, and voice recordings, which will be crucial as we move into the NG911 dispatch environment.

Operational data which is crucial to the efficient operation of an emergency service organization, identifying risk to our community and tracking trends, will now be available in a singular database and available to be analyzed with a simple search query.

Locality Media (First Due) has a dedicated team of experts who will work with HHFD staff to ensure the successful migration of our legacy data into this RMS solution. The team is a mix of individuals, experienced in implementation, training and ongoing support of their product, well after implementation. Most importantly, even though they are identified as a USA based RMS provider, they have a strong presence in the Ontario fire service market. They have experience and are well versed in the reporting requirements of the Office of the Fire Marshal and the Ontario fire service in general.

Having the ability to capture reliable data into one platform, analyze this data and use it to make data driven decisions will result in improved efficiencies to service delivery both internally at the fire department and externally to those we serve.

Based on the review of proposals, product demonstrations, and contract negotiations, staff recommend awarding the contract to Locality Media Inc. (First Due) as the highest-ranked compliant proponent. Their application best meets the needs of the Fire Department and offers the best value for the proposal.

STRATEGIC PLAN ALIGNMENT:

This report is administrative in nature and does not have an impact on the Town's Strategic Plan.

RELATIONSHIP TO CLIMATE CHANGE:

This report is administrative in nature and does not directly impact or address climate change and the Town's Net Zero target.

PUBLIC ENGAGEMENT:

Public Engagement was not needed as this report is administrative in nature.

INTERNAL CONSULTATION:

Staff from the Fire Department, Information Technology Services and Purchasing worked together on the development of the RFP and evaluation of the proposals. Staff from Purchasing and Finance were consulted in the creation of this report.

FINANCIAL IMPLICATIONS:

This report will be funded through an existing approved budget source.

Through the 2019 capital budget, Council approved \$333,000 for project 2300-05-1903.

As presented in the table below, project 2300-05-1903 has a capital budget of \$333,000. The project costs will amount to \$83,916, covering the provision and hosting of the application, full implementation, and continuous support and maintenance for three years. There is an option to renew the contract for three additional two-year terms, contingent on satisfactory performance and price negotiations, plus \$1,477 non-recoverable HST at 1.76%. The total estimated project cost of \$85,393 can be fully funded within the approved budgets and any remaining funds will be applied to future requirements for the records management system.

Description	Amount
Approved Budget	333,000
Estimated Expenses	
Locality Media Inc.	
Hosting fee, implementation, support and maintenance for a three (3) year term	83,916
Non-recoverable HST (1.76%)	1,477
Total estimated expenses	85,393
Remaining Budget	247,607

Reviewed and approved by,

Moya Jane Leighton, Treasurer

Jon Rehill, Commissioner & Chief of Fire Services

Chris Mills, Chief Administrative Officer