

NO: R038

COUNCIL DATE: March 10, 2025

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **March 6, 2025**

FROM: **Fire Chief, Fire Services**

FILE: **1345-20**

SUBJECT: **Award of Contract No. 1220-030-2024-038
Computer Aided Dispatch Software Replacement**

RECOMMENDATION

The Surrey Fire Services recommends that Council:

1. Award Contract No. 1220-030-2024-038 for a Computer Aided Dispatch (“CAD”) software replacement to Motorola Solutions Canada Inc. for an initial software purchase and five-year licencing and maintenance term in the total amount of \$3,956,757.28, including applicable taxes;
2. Set the expenditure authorization limit for the first five years of Contract No. 1220-030-2024-038 at \$4,352,433.01 (including contingency and applicable taxes); and
3. Authorize the Fire Chief to execute Contract No. 1220-030-2024-038.

INTENT

The purpose of this report is to seek Council approval to award Contract No. 1220-030-2024-038 to Motorola Solutions Canada Inc. (“Motorola”) to implement their CAD software for a five-year term including annual licensing and support.

BACKGROUND

Surrey Fire Regional Dispatch relies on CAD software to process 9-1-1 calls for fire service response for over 50 client agencies in B.C., including the Surrey Fire Services (“SFS”). The CAD software is used to identify the location of the caller and quickly determine which fire resources to dispatch, based on the location and incident specifics. The CAD software also provides critical incident information to responding fire trucks, which enhances their ability to effectively respond to and mitigate the incident. The current CAD system was deployed in 2005 and has served the Surrey Fire Regional Dispatch well over the last 20 years. This critical piece of software has reached the end of its useful life and needs to be replaced. With significant technology changes and the Canadian Radio-television and Telecommunications Commission’s required transition to Next Generation 9-1-1 (“NG9-1-1”), SFS issued Request for Information No. 1220-050-2023-007 in October 2023, to consult the market and explore potential CAD solutions to address our requirements, including ideas and recommendations on strategy, scope and approach.

DISCUSSION

In September 2024, a Request for Proposal (“RFP”) 1220-030-2024-038 was issued for the supply of new CAD software with the intention to fully replace the existing, end-of-life CAD software used by Surrey Fire Regional Dispatch. The City's competitive, public tender process closed on November 15, 2024, and yielded six responses to the RFP.

Evaluation

The responses were reviewed by an evaluation team comprised of staff from SFS and the City of Surrey's Information Technology Division. The following evaluation criteria were considered for each proposal:

- Experience, Reputation, Capacity, and Resources;
- Technical (Project understanding, review of submitted solution, methodology, quality, and key personnel); and
- Financial (review of total cost based on the scope of the project).

The evaluation team reviewed all six RFP submissions and shortlisted three vendors to proceed to the demonstration stage. The three vendors shortlisted for demonstration were:

- Emeres, Inc.
- Motorola Solutions Canada Inc.
- Intergraph Canada ULC (Hexagon)

The table below lists the proposed costs of the three vendors:

Vendor	Initial Purchase Amount (Software and Implementation Services), including applicable taxes	Five-year licencing and maintenance cost (including applicable taxes)	Total Cost
Emeres, Inc.	\$1,012,480.00	\$750,257.76	\$1,762,737.76
Motorola Solutions Canada Inc.	\$2,964,368.96	\$992,388.32	\$3,956,757.28
Intergraph Canada ULC (Hexagon)	\$2,851,788.09	\$2,876,338.48	\$5,728,126.57

The submissions were reviewed for accuracy and completeness.

The shortlisted vendors were all deemed to be reputable and experienced proponents in the field of CAD software solutions. An in-depth assessment of each vendor's price, methodology, demonstration of their respective solution, and level of resources available to sufficiently deliver on the Surrey Fire Services' requirements revealed material differences between the vendors.

Motorola will substantially provide the best value for the City and was selected, in part, for the following reasons:

- The evaluation team concluded that Motorola's CAD capabilities would best address the Surrey Fire Services requirements;
- Motorola has a global presence and Canadian presence with many municipal clients and is a recognized industry leader in CAD software; and
- Motorola submitted competitive pricing for the five-year licensing and maintenance costs while meeting the required performance objectives.

Motorola's past performance on similar work has been satisfactory. They have no outstanding legal claims against the City. It is recommended that Motorola be awarded Contract No. 1220-030-2024-038.

FUNDING

Funding for the implementation and installation of this project is available through the Union of British Columbia Municipalities NG9-1-1 grant funding program. Funding for the ongoing licensing and maintenance is available through the Fire Service Operating Budget.

Legal Services Review

Legal Services has reviewed this report.

CONCLUSION

The evaluation team unanimously determined that the proposal submitted by Motorola Solutions Canada Inc. meets the requirements of Surrey Fire Regional Dispatch and provides the overall best value to the City. Accordingly, the evaluation team recommends that Contract 1220-030-2024-038 for a Computer Aided Dispatch software replacement be awarded to Motorola Solutions Canada Inc.

Larry Thomas
Fire Chief