



# NIAGARA REGIONAL POLICE SERVICE

## Police Services Board Report

### PUBLIC AGENDA

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**Subject:** Versaterm Public Safety Annual Maintenance & Support for the Period of March 1, 2024 to February 28, 2025

**Report To:** Chair and Members, Niagara Police Services Board

**Report Date:** 2024-03-06

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### Recommendation(s)

**That the Niagara Police Services Board (Board) approve the 2024 annual maintenance renewal – budgetary support quote #00003865 - for the Niagara Regional Police Services Versaterm Public Safety annual maintenance and support in the amount of \$663,824.34, including HST.**

### Key Facts

- The purpose of this report is to seek Board approval for the Versaterm Public Safety applications purchase order in accordance with By-Law 384-2019 Financial Reporting, Control and Procurement of Goods and Services.
- The Computer Aided Dispatch (CAD) System is a mission critical application supporting the primary and secondary public safety answering point (9-1-1) and dispatch services.
- The Records Management System (RMS) controls and manages our records throughout their lifecycle, which includes classification, retention, disposal, and security. Integrations with Versaterm CAD and RMS include all mobile applications: Mobile Data Terminals (MDT's), vMobile (IOS/Android application), Mobile Report Entry (MRE) and Remote RMS.
- The eJust Charge Management System (CMS) maintains the application with the current Criminal Code and Provincial Offence Act (POA) charge wordings in keeping with legislative requirements.
- The invoice includes licensing for the whole Versaterm suite emergency after-hours support, on-site upgrades and the support of several internal and external application interfaces.
- All upgrades and updates maintain an up-to-date system with current software versions that are supported by companies supplying these licenses and maintaining on the Service's behalf to current Canadian Police Information Centre standards.

## Financial Considerations

As per By-Law 384-2019 Financial Reporting, Control and Procurement of Goods and Services, the Board is required to approve all contracts valued over \$150,000.00 resulting from a sole source/direct negotiation with the supplier.

This contract, worth \$597,794.38 net of HST rebates, includes annual maintenance to support our Versaterm applications, which include RMS, MRE, CAD, MDT system, vMobile, and Mobile RMS, from March 1, 2024 to February 28, 2025.

The maintenance cost for the associated applications has been budgeted within the IT 2024 operating budget.

The contract price includes the annual support for St Catharine's Fire CAD/Mobile interface. The Niagara Regional Police Service (NRPS) will invoice the City of St. Catharines on behalf of St. Catharines Fire to recover their share of the annual maintenance costs. This recovery amount has also been included in the 2024 operating budget. Each item next year will be issued on 1 invoice.

With the acquisition of eJust by Versaterm, all applications under the Versaterm umbrella will be billed under one contract. In previous years, each application was billed separately and brought before the Board.

The following table breaks down the contract price per application:

Applications	Contract Price	Additional Information
RMS/MRE Annual Support	\$162,775.68	Prorated June 1, 2024 to Feb 28, 2025, which includes Mobile RMS.
CAD/MDT/Vmobile Annual Support	\$312,400.64	CAD Annual Maintenance/Support includes 5 CAD Desks, vMobile, Remote CAD and supported interfaces for St. Catharines Fire.
CAD/Mobile Interface Annual Support	\$1,555.83	St. Catharines Fire Service (SCFS): Supports 3 interfaces for the period of Jan 4 to Feb 29, 2024.
	\$9,630.00	SCFS: Supports 3 interfaces for full contract year Mar 1, 2024 - Feb 28, 2025
CAD/Mobile	\$420.00	SCFS: Remote CAD
eJust - Part I POA Processing	\$9,118.48	Prorated Jun 7, 2024 to Feb 28, 2025
eJust - CMS Subscription	\$91,554.54	Prorated Jun 7, 2024 to Feb 28, 2025
<b>Total – before HST</b>	<b>\$587,455.17</b>	

The Service will invoice the City of St. Catharines for the annual Fire CAD subscription for the period of November 14, 2023 (on-boarding date) to February 28, 2025, on a separate invoice for a total amount of \$138,012.00 net of HST rebates for this year only.

The proposed billing for St. Catharines Fire is as follows:

Description	Amount
FIRE vCAD Annual Subscription – Nov 14, 2023 – Feb 28, 2025	\$ 135,625.00
SCFS: CFS to FireRMS – MNT for Jan 4, 2024 – Feb 28, 2025	\$ 1,555.83
SCFS: RemoteCAD-vMonitor	\$420.00
SCFS: CFS to FireRMS – March 1, 2024 – Feb 28, 2025	\$9,630.00
Non-Refundable HST Chargeback	\$2,591.26
<b>Total Invoice</b>	<b>\$149,822.09</b>

Moving forward, St. Catharines Fire's annual subscription will be added to our contract.

## Analysis

The Versaterm software maintenance covers the period of March 1, 2024 to February 28, 2025.

The maintenance and support agreement includes Versaterm support services to modify and update the application, correct problems, improve performance and enhance functionality.

## Alternatives Reviewed

None Proposed.

## Relationship to Police Service/Board Strategic Priorities

An up-to-date Versaterm system allows the Service to maintain alignment with the 2022 - 2025 Strategic Plan, as it utilizes its investments in technology solutions to realize operational efficiencies and cost savings through automation and digitalization.

## Relevant Policy Considerations

Regional Municipality of Niagara Police Services Board By-Law 384-2019, Financial Reporting, Control and Procurement in the NRPS.

## Other Pertinent Reports

Not Applicable.3

*This report was prepared by Tracey McDowall, Manager Technology Systems, in consultation with Laura Rullo, Finance Manager, Courtney Woods, Financial Planning Coordinator and reviewed by Akram Askoul, Director, Technology Services. Recommended by Luigi Greco, Deputy Chief, Support Services.*



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**Submitted by:**

Bill Fordy, O.O.M. #9615  
Chief of Police

## Appendices

- Appendix 1 Versaterm Quote: CAD/RMS eJust Annual Support/MNT-FY24
- Appendix 2 Versaterm INV21-0062, Fire vCAD Annual Subscription

# Appendix 1

## Company Information



**Versaterm Public Safety, Inc.**  
400-1331 Clyde Ave.  
Ottawa, ON  
K2C 3G4

Quote Name	Niagara Regional Police Service (ON) CAD/RMS/eJust Annual Support/MNT - FY24
Quote Number	00003865
Expiration Date	2024-03-31
Prepared By	Blair Falkinson
Email	blair.falkinson@versaterm.com

## Customer Information

Account Name	Niagara Regional Police Service (ON)	Contact Name	Tracey McDowall
Bill To	1815 Sir Isaac Brock Way PO Box 1042 Thorold ON L2V 4T7 CAN	Email	tracey.mcdowall@niagarapolice.ca

## Quote Line Items

Product	Quantity	Total Price	Line Item Description
RMS/Mobile Annual Support/MTN	1.00	CAD 162,775.68	Prorated Jun 1, 24 to Feb 28, 25
CAD/Mobile Annual Support/MTN	1.00	CAD 312,400.64	NRPS: CAD Annual Maintenance/Support incl vMob add-on
CAD/Mobile Interface Annual Support/MTN	3.00	CAD 1,555.83	SCFS: CFS to FireRMS - MNT for Jan 4 - Feb 29 - \$3,210/year for 59 days = \$ 518.61
CAD/Mobile Subscription - OnPrem	1.00	CAD 420.00	SCFS : RemoteCAD-vMonitor
CAD/Mobile Interface Annual Support/MTN	3.00	CAD 9,630.00	SCFS: CFS to FireRMS Interface Full Year Mar 1/24-Feb 28/25
eJust - Part I POA Processing	1.00	CAD 9,118.48	Prorated Jun 7, 24 to Feb 28, 25
eJust - CMS Subscription	1.00	CAD 91,554.54	Prorated Jun 7, 24 to Feb 28, 25

## Totals

Quote Currency	CAD	Subtotal	CAD 587,455.17
Net Terms	Net 30	Total Price	CAD 587,455.17
		Grand Total	CAD 587,455.17

The products and services listed under this renewal quote shall be governed by the existing agreement(s) between Customer and Versaterm Public Safety.

By accepting this renewal quote, the Customer is hereby bound to renew the service for the period described and/or to purchase the products listed for the grand total stated herein. An accepted renewal quote transmitted through email is valid and binding even if an original paper document bearing the customer's original signature is not delivered.



## Appendix 2

400-1331 Clyde Ave  
Ottawa, ON, K2C 3G4  
(613) 820-0311  
ar@versaterm.com

DOCUMENT #: INV21-00622  
DATE: 12/19/2023

**BILL TO:** Niagara Regional Police Service  
5700 Valley Way  
Niagara, ON L2E 1X8, Canada

**SHIP TO:** Niagara Regional Police Service  
5700 Valley Way  
Niagara, ON L2E 1X8, Canada

Internal ID: CON-05234 St. Catharines Fire Services (Niagara PSAP) (ON) (add on to NRP CAD) -Subs - Part 2 of 2 - FY23

P.O. #	REFERENCE	PAYMENT TERMS	DUE DATE
		N30	01/18/2024

QUANTITY	REVENUE ID	DESCRIPTION	UNIT PRICE	AMOUNT
		FIRE vCAD Annual Subscription (St Catharines Fire Services) Subscription Period :November 14, 2023 to February 28, 2025		\$135,625.00
Subtotal				\$135,625.00
Sales Tax Total				\$17,631.25
Total				\$153,256.25
Currency				CAD
NOTE:				

**Remit To:**

ACH/Wire: Transit No. 03546, Institution No. 004, Account No. 7947-5287335, SWIFT TDOMCATTOR  
For Credit to: Versaterm Public Safety Inc.  
OR  
Check: Make checks payable to Versaterm Public Safety Inc.  
Mail to: 400-1331 Clyde Ave, Ottawa, ON, K2C 3G4 using FedEx #116016427