



NIAGARA REGIONAL POLICE SERVICE

Police Service Board Report

PUBLIC AGENDA

Subject: Next Generation 911, VESTA 911 Call Handling System Equipment Expansion and Capital Adjustment

Report To: Chair and Members, Niagara Police Service Board

Report Date: 2024-12-02

Recommendation

That the Niagara Police Service Board (Board):

- 1. Approve the attached project change order from Motorola Solutions Canada Inc. (Motorola) for the Next Generation 911 (NG 911) related workstations for St. Catharines Fire Services in the amount of \$294,354.81, net of HST rebates.**
- 2. Subject to the approval of the Regional Treasurer, approve a gross capital budget adjustment totaling \$57,500.00 and net \$0.00 to the NG 911 Equipment Replacement project 20000999, fully funded through third-party cost sharing recoveries from St. Catharines Fire Services.**

Key Facts

- The purpose of this report is to seek the Board's approval of additional NG 911 expenditures associated with purchasing 3, Vesta 911 Call Handling System (CHS) workstations for St. Catharines Fire Services, and the related capital budget adjustment required to facilitate the purchase.
- A Negotiated Request for Proposal for NG 911 Call Handling Solution, Managed Services and Maintenance and Support was awarded to Motorola in December 2023.
- The total RFP negotiated contract price as submitted by Motorola for Niagara Region / Niagara Regional Police Service (NRPS), St. Catharines Fire and Niagara Parks is \$4,980,001.00 excluding HST (budget impact is \$5,067,649.00 including 1.76% non-recoverable HST) for an NG 911 Call Handling Solution, 10 years of managed services and 10 years of maintenance and support.
- St. Catharines Fire and Niagara Park Police are committed partners with the Niagara Region on the NG 911 project and are included in the contract.
- The collaboration and sharing of NG 911 technology aims to avoid duplicating services and costs, maintain consistency in NG 911 standards, and enhance

interoperability and information sharing between Public Safety Answering Point (PSAP) Centers.

Financial Considerations

The CHS Equipment expansion proposal, which will result in a contract change order, attached in Appendix 1, details the upfront capital costs as well as the annual operating costs required to facilitate the purchase of three Vesta 911 CHS workstations as requested by St. Catharines Fire and are summarized below:

Description	Price (Excluding Taxes)	Price (Net of HST Rebates)
Year 1 – Capital Cost	\$ 56,272.08	\$ 57,262.47
Year 2 – 10 Operating Cost	\$ 232,991.69	\$ 237,092.34
Total Cost	\$ 289,263.77	\$ 294,354.81

As per Board By-Law 412-2024, Financial Reporting, Control and Procurement of Goods and Services, the initial award was issued in accordance with the requirement for a formal RFP, subsequent change orders are considered a sole source/direct negotiation under the By-Law and as such, change orders exceeding \$150,000.00 CAD require Board approval. There were 2 change orders that have been completed to date totaling \$91,708.64, net of HST rebates, which fell within the approval authority of the Chief of Police. The attached proposal exceeds the \$150,000.00 threshold and as a result this proposal and any future additional expansions generating change orders will require approval from the Board. If total change orders were to exceed \$1,000,000.00, they will also require the approval of Regional Council.

The upfront capital cost associated with the change order is \$57,262.47. A capital budget adjustment in the amount of \$57,500.00 is being requested, fully funded through third-party cost-sharing recoveries from St. Catharines Fire Services. As per Board By-Law 412-2024, the Chief has approval authority for capital budget transfers up to \$150,000.00. As the 2 change orders already completed required a capital budget adjustment of \$100,000.00, the current adjustment exceeds the \$150,000.00 threshold and requires Board approval. Further, the Region’s Budget Control By-Law 2017-63 section 6.6 (b) states that capital budget adjustments for in-year receipt of funding for capital projects up to \$1 million, require the approval of the Treasurer.

The annual operating costs associated with the change order total \$237,092.34, net of HST rebates. These operating costs will begin in 2026 with a gross annual impact of \$26,343.60 and a net impact of \$0.00 to the Service’s operating budget. The expenditure and associated revenue recovery from St. Catharines Fire will be included in the 2026 and future operating budget submissions for Board approval.

Analysis

The implementation of the NG 911 project is progressing well; however, a few delays remain, primarily due to Bell's NG 911 Emergency Services IP Network (ESInet) circuit delivery issues. The ESInet is a high-speed, secure, and resilient IP-based network that supports NG 911 services. It provides the backbone for delivering emergency communications in an NG 911 environment, replacing legacy analog systems with advanced digital infrastructure.

Testing is planned to commence in January 2025. While critical milestones, including equipment installation and configuration have advanced, network and integration dependencies with Bell and Versaterm have caused timeline shifts.

Key next steps include finalizing circuit installations, initiating ESInet testing, and addressing training and Motorola Vesta 911 CHS and Versaterm Computer Aided Dispatch integration needs to ensure operational readiness by mid-2025. Risk management and updated scheduling efforts are ongoing to mitigate further impacts.

St. Catharines Fire requested 3 additional Vesta 911 CHS workstations for their PSAP. The attached expansion proposal combines capital and the ongoing Total Cost of Ownership yearly expenses within the 10-year contractual commitment. The capital portion will be invoiced directly to St. Catharines Fire. Annual subscription, support, maintenance, managed services, and monitoring fees for each subscription software and associated recurring service, will be invoiced before the commencement of each year of the term.

St. Catharines Fire has reviewed and approved the proposal.

Alternatives Reviewed

Not applicable.

Relationship to Police Service/Board Strategic Priorities

The NRPS is dedicated to improving the emergency services provided to its public safety partners, community, and citizens. The Service looks for opportunities to enhance the offering and delivery of those services, while at the same time improving the effectiveness and efficiency of its workforce.

Relevant Policy Considerations

Board By-Law 412-2024, A By-Law to Regulate Financial Reporting, Control, and Procurement of Goods and Services in the Niagara Regional Police Service.

Region By-Law No. 2017-63, A By-Law to Define Budget Control for the Regional Municipality of Niagara.

Other Pertinent Reports

9.1-2023.10.19 Next Generation 911 Implications and Revised 9-Year Capital Forecast

9.2-2023.10.19 Next Generation 911 (NG 911) Award of 2022-RFP-187 to Motorola Solutions Inc.

This report was prepared by Akram Askoul, Director, Technology Services in consultation with Courtney Woods, Finance Manager, and Julie Max, Senior Corporate Project Manager, Niagara Region. Recommended by Sandy Staniforth, Acting Deputy Chief, Support Services.



Submitted by:

Luigi Greco, #9366
Acting Chief of Police

Appendices

Appendix 1 - St. Catharines Fire Additional Vesta 911 Consoles

Investment Summary	St Catharines Fire - 3 Consoles	
	Year 1	\$ 56,272.08
	Years 2-10	\$ 232,991.69
	Total Investment	\$ 289,263.77
	Excludes taxes	

Appendix 1

Total Investment Year 1 - St. Catharines Fire 3 Consoles					
Qty.	Part No.	Description	Unit Price USD	U/M	Total CDN
		VESTA® 9-1-1			
		ESInet Interface Module (EIM)			
3	873090-11102	V911 LIC EIM MOD	\$ -	EA	\$ -
		VESTA® 9-1-1 CDR Module			
3	873099-01102	V911 CDR PER SEAT LIC	\$ 147.76	EA	\$ 598.43
		VESTA® 9-1-1 Prime Licenses - Canada			
3	PS-0PR-VSSL-C	LICENSE,VPRIME PER SEAT LIC - CANADA	\$ 3,300.00	EA	\$ 13,365.00
		VESTA® 9-1-1 IRR Module			
3	873099-00502	V911 IRR LIC/MED	\$ 1,633.58	EA	\$ 6,616.00
		VESTA® Workstation Equipment			
3	61000-409623	DKTP ELITE MINI 800 G9 W/O OS	\$ 1,791.00	EA	\$ 7,253.55
3	04000-00448	WINDOWS 10 LTSC LIC 21H2	\$ 176.41	EA	\$ 714.46
3	63000-241694	MNTR 24IN FP IPS	\$ 406.00	EA	\$ 1,644.30
3	64007-50022	KEYPAD 24-KEY USB CBL 25FT	\$ 227.42	EA	\$ 921.05
3	65000-00197	KIT CBL DP/USB 15FT EXT	\$ 26.25	EA	\$ 106.31
3	850830-03201	BASIC SAM HDWR KIT	\$ 1,914.26	EA	\$ 7,752.75
3	660001-00003	HP S101 SPEAKER BAR	\$ 54.40	EA	\$ 220.32
3	02800-20701	HDST K 4W/MOD BLK CARBON	\$ 42.50	EA	\$ 172.13
3	03044-20000	HDST CORD 12FT 4W MOD BLK	\$ 3.75	EA	\$ 15.19
3	809800-35109	V911 IWS CFG	\$ 298.51	EA	\$ 1,208.97
3	809800-35108	V911 IWS STG FEE	\$ 447.76	EA	\$ 1,813.43
1	870890-07501	CPR/SYSPREP MEDIA IMAGE	\$ 60.00	EA	\$ 81.00
		CommandCentral Aware for 911			
3	809800-16973	AW911 SYS IMP - PER POS	\$ 90.00	EA	\$ 364.50
		VESTA® Analytics Hosted			
3	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC	\$ 1,067.17	EA	\$ 4,322.04
		Monitoring, PM & AV Service: Workstations			
3	870891-66402	M&R WKST AGENT LICENSE	\$ 214.93	EA	\$ 870.47
		Workstation Extended Warranty			
3	04000-01594	WARR 5YR NBD HP 800 MINI	\$ 171.64	EA	\$ 695.14
		Note: Warranty upgrade from 3 yrs warranty 9x5 NBD to 5 yrs 9x5 NBD.			
32	809800-17007	FIELD ENG-STANDARD	\$ 112.50	EA	\$ 4,860.00
		Project Management Services			
1	809800-51013	PROJECT MGMT - SUPPORT	\$ 1,983.00	EA	\$ 2,677.05
Total YR 1 (Excludes applicable taxes)					\$ 56,272.08

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Total Investment Year 1 - St. Catharines Fire 3 Consoles

Total Investment Year 2 - Year 10 St. Catharines Fire 3 Consoles

Qty.	Part No.	Description	Unit Price USD	U/M	Total CDN
		VESTA® 9-1-1 Prime Licenses - Canada			
3	SS-0PR-VSSL-5YC	SPT VPRIME 5YR - CANADA	\$ 4,725.00	EA	\$ 19,136.25
		VESTA® 9-1-1 IRR Module			
3	809800-35114	V911 IRR SW SPT 5YR	\$ 1,543.80	EA	\$ 6,252.39
		VESTA® Analytics Hosted			
3	SA-MSG-ALSL-5Y	SPT V-ANLYT STD 5YR	\$ 1,009.80	EA	\$ 4,089.69
		<i>Monitoring, PM & AV Service: Workstations</i>			
3	809800-16381	M&R PM AV WKST SRVC 5YR	\$ 4,433.40	EA	\$ 17,955.27
3	809800-17055	MSI DIRECT MAINT SVC - 5YR	\$ 13,500.00	EA	\$ 54,675.00
3	809800-51017	ECH SERVICE MGMT PER POS 5YR	\$ 1,724.40	EA	\$ 6,983.82
		ESInet Interface Module (EIM)			
3	873090-11102U	V911 LIC EIM MOD UPGD	\$ -	EA	\$ -
		VESTA® 9-1-1 CDR Module			
3	873099-01102U	V911 CDR PER SEAT LIC UPGD	\$ -	EA	\$ -
		VESTA® 9-1-1 Prime Licenses - Canada			
3	PS-0PR-VSML-M	VPRIME MLTP SEAT LIC NFREE	\$ -	EA	\$ -
3	SS-0PR-VSSL-5YC	SPT VPRIME 5YR - CANADA	\$ 4,725.00	EA	\$ 19,136.25
		VESTA® 9-1-1 IRR Module			
3	873099-00502U	V911 IRR LIC UPGD	\$ -	EA	\$ -
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3	61000-409623	DKTP ELITE MINI 800 G9 W/O OS	\$ 1,791.00	EA	\$ 7,253.55
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1	870890-07501	CPR/SYSPREP MEDIA IMAGE	\$ 60.00	EA	\$ 81.00
		CommandCentral Aware for 911			
3	SSV00S03370A	Subscription licenses over 10 yr term	9 named users		\$ 30,674.11
3	809800-16973	AW911 SYS IMP - PER POS	\$ 90.00	EA	\$ 364.50
		VESTA® Analytics Hosted			

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3	SA-MSG-ALSL-5Y	SPT V-ANLYT STD 5YR	\$ 1,009.80	EA	\$ 4,089.69
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3	809800-16381	M&R PM AV WKST SRVC 5YR	\$ 4,433.40	EA	\$ 17,955.27
		Workstation Extended Warranty			
		Note: Includes (3) Workstations			
3	04000-01594	WARR 5YR NBD HP 800 MINI	\$ 171.64	EA	\$ 695.14
		MSI Direct Services			
32	809800-17007	FIELD ENG-STANDARD	\$ 112.50	EA	\$ 4,860.00
3	809800-17055	MSI DIRECT MAINT SVC - 5YR	\$ 13,500.00	EA	\$ 54,675.00
3	809800-51017	ECH SERVICE MGMT PER POS 5YR	\$ 1,724.40	EA	\$ 6,983.82
		Project Management Services			
1	809800-51013	PROJECT MGMT - SUPPORT	\$ 1,983.00	EA	\$ 2,677.05
		Strategic Incentives			
	SLD-INCENTIVE	STRATEGIC SALES INCENTIVE			-\$ 47,237.86
Total YR 2-10 Investment					\$ 232,991.69