



NIAGARA REGIONAL POLICE SERVICE

Police Service Board Report

PUBLIC AGENDA

Subject: Versaterm Public Safety Annual Maintenance and Support for the period of March 1, 2025 to February 28, 2026

Report To: Chair and Members, Niagara Police Service Board

Report Date: 2025-05-06

Recommendation(s)

That the Niagara Police Service Board (Board) approve the 2025 annual maintenance renewal – budgetary support quote #0008243 - for the Niagara Regional Police Service (NRPS) Versaterm Public Safety annual maintenance and support in the amount of \$885,164.38, net of HST rebates.

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 412-2024, Financial Reporting, Control and Procurement of Goods and Services in the NRPS, 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 \$878,706.57 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, 2025 to February 28, 2026.

The NRPS maintenance cost for the associated applications has been budgeted within the Technology Services 2025 operating budget.

The total contract price includes the annual support for St. Catharine's Fire CAD/Mobile interface. NRPS will invoice the City of St. Catharines on behalf of St. Catharines Fire to recover their share of the annual maintenance costs, which covers the annual Fire CAD subscription for the period of March 1, 2025 to February 28, 2026, on a separate invoice for a total amount of \$149,692.62 net of HST rebates.

Appendix 1 breaks down the contract price per application.

Analysis

The Versaterm software maintenance covers the period of March 1, 2025 to February 28, 2026.

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

Alternatives Reviewed

Not applicable.

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

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

Other Pertinent Reports

Not applicable.

This report was prepared by Tracey McDowall, Manager Technology Systems and reviewed by Akram Askoul, Director, Technology Services. Recommended by Luigi Greco, Deputy Chief, Support Services.



Submitted by:

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

Appendices

Appendix 1 - Versaterm Public Safety, Inc. Quote #0008243

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/E-Just Annual Support/MNT Renewal - FY25
Quote Number	00008243
Expiration Date	2025-06-06
Prepared By	Brendan Dodd
Email	brendan.dodd@versaterm.com

Customer Information

Account Name	Niagara Regional Police Service (ON)
Bill To	1815 Sir Isaac Brock Way PO Box 1042 Thorold ON L2V 4T7 Canada

Additional Information

Remarks: All support, licensing and subscription renewal terms listed below are for the period between March 1st, 2025 and February 28th, 2026 unless otherwise noted.

Quote Line Items

Quote Description	Quantity	Sales Price	Subtotal	Total Price	Line Item Description
Versaterm RMS License Subscription (On-Prem)	1.00	CAD 177,424.90	CAD 177,424.90	CAD 177,424.90	NRPS vRMS annual support
Versaterm RMS Interface License Support Service (On-Prem)	1.00	CAD 56,293.95	CAD 56,293.95	CAD 56,293.95	NRPS vRMS Interface annual support
Versaterm CAD License Subscription (On-Prem)	1.00	CAD 334,118.41	CAD 334,118.41	CAD 334,118.41	NRPS vCAD annual Support
Versaterm CAD vMobile - Police Device Based License Subscription (On-Prem)	1.00	CAD 6,694.29	CAD 6,694.29	CAD 6,694.29	NRPS: 24 + 1 additional vMobile Licenses
Versaterm CAD License Support Service (On-Prem)	1.00	CAD 404.99	CAD 404.99	CAD 404.99	Additional 5 CAD Desk Licenses: Annual Support (Prorated Jan 15, 2026 to Feb 28, 2026).
eJust CMS License Subscription (On-Prem)	1.00	CAD 134,424.82	CAD 134,424.82	CAD 134,424.82	March 1, 2025 to Feb. 28, 2026
eJust CMS POA License Subscription (On-Prem)	1.00	CAD 13,389.97	CAD 13,389.97	CAD 13,389.97	March 1, 2025 to Feb. 28, 2026
Versaterm CAD License Subscription (On-Prem)	1.00	CAD 147,103.60	CAD 147,103.60	CAD 147,103.60	SCFS: vCAD Annual Subscription (NOT INCLUDED IN NRPS CAD).Includes: 16+1 Added Jurisdictions; vMobile Licenses (March 1, 2025 - Feb 28, 2026) for Grimsby (15 Lic), Pelham (1 Lic), NRFC (4 Lic); CFS to FireRMS Interface Full Year (x3); RemoteCAD-vMonitor

Totals

Quote Currency	CAD	Subtotal	CAD 869,854.93
Net Terms	Net 30	Grand Total	CAD 869,854.93

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

By signing 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. A signed renewal quote transmitted through email is valid and binding even if an original paper document bearing the customer's original signature is not delivered.