



# Staff Report

## Finance – Information Technology

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**Report To:** COW\_Finance\_Admin\_Fire\_Community\_Services  
**Meeting Date:** March 18, 2024  
**Report Number:** FAF.24.008  
**Title:** Negotiated Procurement for Radio Communication Upgrades and Maintenance  
**Prepared by:** Will Wray, Manager of Information Technology

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### A. Recommendations

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THAT Council receive Staff Report FAF.24.008, entitled “Negotiated Procurement for Radio Communication Upgrades and Maintenance”;

AND THAT Council approve the negotiated procurement of all work including supply of equipment, installation, maintenance, and monitoring relating to the 2023 Capital Communications Improvements project to Five9 Solutions Inc.

### B. Overview

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This report seeks Council approval to negotiate with the Town’s current Network Support provider for communication upgrades for Fire and Roads dispatch and 2-way radio communication, and upgrades to enhance point to point communications for remote Town buildings. This work is included in the approved 2023 capital budget.

### C. Background

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In 2021 the Town awarded Wireless Network Support services to Five9 Solutions Inc. (Five9’s). The contract includes network installation, after hours support, monitoring and maintenance for the Town’s point to point communications network.

Five9’s has been performing this work and has developed a unique understanding of the Town’s point to point network and infrastructure needs. Most recently, Five9’s performed extensive work related to the water tower rehabilitation project to the satisfaction of the Town. Five9’s also has significant experience and expertise maintaining fire related 2-way radio systems for services across Ontario and have been providing 2-way radio support on an as needed basis to the Town for the past year.

## **D. Analysis**

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In accordance with the Town's Purchasing Policy (POL.COR.07.05), Negotiation may be used to purchase goods, services and construction when meeting certain criteria established under the Policy.

The recommendation to consider negotiation for Radio Communication Upgrades and Maintenance is based on the circumstances outlined in the Single Source section as permitted under the Negotiation section of the Policy:

1. disclosure of information in an open contract competition would breach some duty of confidentiality or compromise security.

Staff are recommending that the Town utilize the current service provider to avoid issues related to the service and support of the upgraded 2-way radio equipment and to avoid incompatibility within both the radio system and point to point network. The proposed communications network for Fire and Roads will backhaul on the Town's existing point to point network currently serviced and monitored by Five9's. It is of critical importance that all communications networks are compatible with existing infrastructure and this goal will be accomplished by utilizing the current service provider.

If the Town were to hold an open contract competition for this project, the Town would need to disclose technical information that could compromise security related to these systems. Considering the criticality of these systems, that disclosure is an unreasonable risk.

## **E. Strategic Priorities**

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### **1. Communication and Engagement**

We will enhance communications and engagement between Town Staff, Town residents and stakeholders.

### **2. Organizational Excellence**

We will continually seek out ways to improve the internal organization of Town Staff and the management of Town assets.

### **3. Community**

We will protect and enhance the community feel and the character of the Town, while ensuring the responsible use of resources and restoration of nature.

### **4. Quality of Life**

We will foster a high quality of life for full-time and part-time residents of all ages and stages, while welcoming visitors.

## **F. Environmental Impacts**

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N/A

## **G. Financial Impacts**

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The total project budget as included in the 2023 Approved Capital budget is 550,000. These funds will be used to purchase communications equipment and related installation and maintenance services.

## **H. In Consultation With**

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John Walsh, IT Infrastructure and Security Supervisor  
Serena Wilgress, Manager of Purchasing & Risk Management

## **I. Public Engagement**

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The topic of this Staff Report has not been the subject of a Public Meeting and/or a Public Information Centre as neither a Public Meeting nor a Public Information Centre are required. However, any comments regarding this report should be submitted to Will Wray, Manager of Information Technology, [it@thebluemountains.ca](mailto:it@thebluemountains.ca)

## **J. Attached**

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None.

Respectfully submitted,

Will Wray  
Manager of Information Technology

Shawn Everitt  
Chief Administrative Officer

For more information, please contact:  
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**Report Approval Details**

Document Title:	FAF.24.008 Negotiated Procurement for Radio Communication Upgrades and Maintenance.docx
Attachments:	
Final Approval Date:	Mar 8, 2024

This report and all of its attachments were approved and signed as outlined below:

**Will Wray - Mar 8, 2024 - 10:43 AM**

**Shawn Everitt - Mar 8, 2024 - 12:32 PM**