



## **Direct Award: Implementation and Maintenance of OPTIC Niche Records Management System, Computer Aided Dispatch System and Protected B Cloud Solution**

Item 5

June 23, 2021

Building Investment, Finance and Audit Committee

**Report: BIFAC:2021-54**

**To:** Building Investment, Finance and Audit Committee  
("BIFAC")

**From:** Chief Special Constable and Senior Director, Community Safety Unit

**Date:** May 28, 2021

### **PURPOSE:**

The purpose of this report is to seek the BIFAC's approval for the direct award to FSET Information Technology Inc ("FSET") to implement and maintain the Ontario Police Technology Information Cooperative ("OPTIC") Niche records management system, computer aided dispatch system, and Protected B Cloud Solution.

BIFAC approval is required for this direct award as it exceeds the \$500,000 financial approval limit of TCHC's President and CEO, and the contract award does not arise from a competitive procurement call.

### **RECOMMENDATIONS:**

It is recommended that the BIFAC approve the following recommendations:

1. Approve a direct award to FSET Information Technology Inc ("FSET"), totaling \$3,801,949.10 (exclusive of taxes) as follows:

- \$2,520,307.64 to implement, configure, maintain and support the OPTIC Niche Records Management System (“RMS”), Computer Aided Dispatch (“CAD”) system, and provide a secure Protected B Cloud solution over a five year period;
- \$44,953.54 to purchase three CAD servers, software licenses, accessories and 5 years’ support that are required to implement the CAD System (one-time cost);
- \$37,900.00 for set up and installation of the Niche RMS and CAD system (one-time cost);
- \$501,000.00 to provide a secure Protected B Cloud Solution to host the Community Safety Unit’s (“CSU”) planned implementation of an Intelligence Database to be used as an Information database for sensitive data system (IBM i2) for a period of five years; and
- Contingency amount of \$697,788.00 that covers growth over the next five years;

2. Authorize the appropriate staff to take the necessary actions to give effect to the above recommendation.

**REASONS FOR RECOMMENDATIONS:**

CSU currently uses the RMS system CORA (“Computer Operated Reporting Application”) to document and track all public safety incidents and occurrences. The CORA system was created internally and has been the primary reporting tool since 2003, however, it has a number of deficiencies that limit technological and security enhancements, service delivery and business efficiencies. Specifically, the deficiencies include minimal search capabilities, lack of alignment of information categories with Toronto Police Services (“TPS”), lack of integration with the dispatch function, access and data integrity issues, and security risk exposures.

At its February 12, 2019 meeting, the BIFAC approved a direct award for a five-year membership for OPTIC Niche RMS and CAD system in the amount of \$1,119,657.40 (BIFAC:C2019-05). Invoicing from OPTIC for Niche membership will begin June 2021 when OPTIC will be ready to on-board TCHC. However, BIFAC: C2019-05 did not include an implementation plan

for the Niche RMS system, as CSU had to determine the most efficient, timely and cost effective solution for implementation.

CSU explored the option of in-house implementation by TCHC's Information and Technology Services ("ITS"). Based on limited internal ITS resources and issues in obtaining security background clearance for ITS staff to be involved due to the timelines initiated by OPTIC, CSU and ITS recommended retaining a third party vendor.

In December 2019, the IBM i2 software for the intelligence database was approved for a five-year subscription for \$45,730.03. The intelligence database will be used as an information database for sensitive data and will collate information. With approval of the award to FSET, it will provide the cloud storage for the intelligence database, and CSU will then seek to issue an award to a separate experienced vendor to implement the IBM i2 software

### **IMPLICATIONS AND RISKS:**

Through the market research conducted by a third party consultant, FSET is the only third party vendor in the market that has successfully implemented Niche RMS and has obtained the necessary approvals to be compliant with the OPTIC Security requirements. There are no other vendors who have the related experience and compliance qualifications to implement OPTIC at this time.

#### **1. Operational Risk**

Due to the nature of the solution and the information involved, it requires enhanced controls to identify and mitigate any potential and actual significant privacy and operational risks. As a result, TCHC will undertake, and will require the vendor to participate in a Privacy Impact Assessment ("PIA") to evaluate the privacy impacts of the solution prior to contract execution. The implementation, under an acceptable timeline for TCHC, of any necessary mitigation measures identified in the PIA will be a condition of the contract and will be reflected in the contract terms, as required.

In addition, CSU will ensure that quality and operational control policies are in place in order to maintain the integrity of any information being collected. Training will be provided to ensure staff are competent and

proficient in the collection, secure handling, and transmission of sensitive data.

## 2. Financial Implications

Funding for Year 1 of this award is within the 2021 CSU and ITS Budgets; CSU total funding is \$327,464.97 and ITS total funding is \$21,657.89, for a total funding of \$349,122.86. Funding for Years 2 to 5 of the contract will be included in future annual budget submissions (see Attachment 1).

### **SIGNATURE:**

*“William Anderson”*

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William Anderson  
Chief Special Constable, Senior Director, Community Safety Unit

### **ATTACHMENT:**

1. Contract Cost Summary, 5 Years

### **STAFF CONTACT:**

William Anderson, Chief Special Constable, Senior Director, Community Safety Unit  
416-981-4116  
William.Anderson@torontohousing.ca

Mona Bottoni, Manager, Planning and Business Support, Community Safety Unit  
416-981-5036  
Mona.Bottoni@toronthousing.ca

**Attachment 1: Contract Cost Summary, 5 Years**

<b>FSET Costing</b>	<b>Year 1 (50 Users)</b>	<b>Year 2 (186 Users)</b>	<b>Year 3 (186 Users)</b>	<b>Year 4 (186 Users)</b>	<b>Year 5 (186 Users)</b>	<b>Total</b>
DESKTOP AS A SERVICE (DaaS)	\$ 163,500.00	\$600,720.00	\$ 580,320.00	\$ 580,320.00	\$ 580,320.00	\$2,505,180.00
ENTRUST IDENTITYGUARD (IDG)	\$ 2,569.32	\$ 7,701.02	\$ 1,619.10	\$ 1,619.10	\$ 1,619.10	\$ 15,127.64
IBM i2	\$ 100,200.00	\$100,200.00	\$ 100,200.00	\$ 100,200.00	\$ 100,200.00	\$ 501,000.00
CAD Server	\$ 44,953.54	\$ -	\$ -	\$ -	\$ -	\$ 44,953.54
SETUP & INSTALLATION	\$ 37,900.00	\$ -	\$ -	\$ -	\$ -	\$ 37,900.00
	<b>\$ 349,122.86</b>	<b>\$708,621.02</b>	<b>\$ 682,139.10</b>	<b>\$ 682,139.10</b>	<b>\$ 682,139.10</b>	<b>\$3,104,161.18</b>
						<b>\$ 697,788.00</b>
				5 Year Contingency (Based on a projected yearly growth of 90 staff over 5 years.		<b>\$3,801,949.18</b>