



APPENDIX A

Staff Report for City Manager Delegated Authority

Date of Meeting: August 21, 2023

Report Number: SRCS.23.20

Department: Community Services
Division: Public Works Operation

Subject: **SRCS.23.20 – Computer Aided Dispatch (CAD)/Automated Vehicle Location (AVL) System for the City’s Fleet**

Purpose:

The Public Works Operations Division is seeking approval for a non-competitive acquisition greater than \$100,000 in accordance with the Procurement By-Law No.113-16.

Recommendation(s):

- a) That the contract for the provision and hosting of a Computer Aided Dispatch (CAD) / Automated Vehicle Location (AVL) system for the City’s fleet be awarded non-competitively to DM&T Services Ltd. for a term of two (2) years for a cost not exceeding \$790,000 (exclusive of taxes), pursuant to Appendix “B” Part I, section (c) of the Procurement By-Law No.113-16.
- b) That the Commissioner of Community Services be authorized to execute any necessary documentation to effect the contract.

Contact Person:

Andrew Nichols, Manager, Public Works Support Services

Report Approval:

Submitted by:

Frank Quarisa, Director, Public Works Operations

Page 2

Approved by:



Tracey Steele, Commissioner Community Services

Approved by:



Darlene Joslin, City Manager

Page 3

Background:

In November 2002, Council approved the procurement of twenty-one (21) Computer Aided Dispatch (CAD) / Automated Vehicle Location (AVL) units for the City's municipal fleet. The system is now commonly referred to as AVL/GPS (Global Positioning System).

Since then, the City's adoption of AVL/GPS has expanded considerably, and as of mid-2023, 137 GPS units have been installed within the City's fleet. These units use a specialized web-based portal for staff to determine the location of vehicles in real time. Over the 21 years, the functionality of this system has been significantly enhanced and has proven immensely valuable to:

- Independently verify maintenance activities that occur at a specific time, location, and the quantity of material dispersed;
- Achieve operational efficiency;
- Support liability defense; and
- Communicate progress of service delivery to the public.

The original procurement of DM&T Service Ltd. was through a competitive process in which the City participated with the Regional Municipality of York to acquire these services. This allowed for a consistent approach to managing GPS, as well as to take advantage of more competitive pricing. The original contract expired in November 2021 and was further extended to November 15, 2023.

Currently, the DM&T products and services, which includes GPS units, sensors to measure blade height and material usage, dashboard cameras, mobile data connections, access to their cloud based software, installation and customer support are used to:

- Help ensure efficient operation of the fleet by assisting with the optimization of routes;
- Provide the "Track My Plow" service used by residents as well as City staff;
- Provide GPS evidence necessary to defend the City against active litigation and provide support for potential Joint and Several Liability allegations;
- Provide dash camera still images;
- Provide a platform to record sidewalk and roadway deficiencies;
- Track winter salt and brine usage; and
- Strengthen and document compliance with both City Levels of Service and Provincial Minimum Maintenance Standards.

The current contract with DM&T covers the following fleet assets:

- 36 Heavy Duty vehicles (ex. Dump Truck Plows)
- 38 Light Duty Vehicles (ex. ½ ton, ¾ ton, 1 & 3 ton Trucks)
- 63 Tractors, Loaders, Backhoes (ex. Sidewalk & Windrow Machines)

Page 4

Within this proposed extension with DM&T, the City has the opportunity to add AVL/GPS to an additional 115 vehicles including:

- 15 Heavy Duty vehicles (ex. Dump Truck Plows)
- 74 Light Duty Vehicles (ex. ½ ton, ¾ ton, 1, and 3 ton Trucks)
- 26 Tractors, Loaders, Backhoes (ex. Sidewalk & Windrow Machines)

The addition of these new AVL/GPS units will ensure the City achieves compliance with the current Fleet Policy - Light Duty Vehicles, and will help staff track all assets and communicate the services they deliver to the residents of Richmond Hill.

Procurement By-law No. 113-16, Appendix “B”, Part I - Sole Source Acquisition clause (c) stipulates that sole source acquisitions may be made:

- to ensure compatibility with existing products, to recognize exclusive rights such as patent, copyright or license, or to maintain specialized products that must be maintained by the manufacturer or its representative;

Staff are recommending that the contract with DM&T be extended as a Sole Source Acquisition to ensure compatibility with the existing upgraded hardware currently installed in the City fleet as well as to continue to maintain this specialized product. This will maximize the current technology’s hardware investment lifecycle while also allowing time for City staff to research industry alternatives and best practices. If necessary, staff will initiate a procurement process in 2024 to secure a new competitive contract intended to maintain an industry best solution while ensuring the City’s current system, which consists of mostly cross-compatible devices, continues to be operational.

Financial/Staffing/Other Implications:

There are no additional financial or staffing considerations beyond those already approved through the 2023 operating budget. The funds related to this award are addressed through the annual operating budget.

Additionally, the vendor agrees to continue cost saving measures such as optimization of cellular and IT services.

Relationship to Council’s Strategic Priorities 2020-2022:

The maintenance and support services provided by the vendor identified in this report support the City’s commitment to Balancing Green and Growth; and Fiscal Responsibility.

Continued use of the existing services validates that the City continues to abide by the climate change obligations noted below. In addition, it furthers our commitment to responsible asset management. This will also further develop and support a data-driven organization as well as improve integration with new services, such as the windrow program.

Page 5

Climate Change Considerations:

CAD/AVL technology is used to optimize vehicle routes and help improve the fleet's operational efficiency. This reduces greenhouse gas emissions and supports the City's Salt Management Plan as well as the City's overall Environmental Strategy.

Conclusion:

The Public Works Operations Division in consultation with both the Office of the City Manager and Corporate and Financial Services are recommending that the contract with DM&T be extended as a Sole Source Acquisition to ensure compatibility with the existing upgraded hardware currently installed in the City fleet as well as to continue to maintain this specialized product.

Procurement By-law No. 113-16, Appendix "B", Part I - Sole Source Acquisition clause (c) stipulates that sole source acquisitions may be made:

- to ensure compatibility with existing products, to recognize exclusive rights such as patent, copyright or license, or to maintain specialized products that must be maintained by the manufacturer or its representative;

This will maximize the current technology's hardware investment lifecycle while also allowing time for City staff to research industry alternatives and best practices. If necessary, staff will initiate a procurement process in 2024 to secure a new competitive contract intended to maintain an industry best solution while ensuring the City's current system, which consists of mostly cross-compatible devices, continues to be operational.