



Staff Report for Council Meeting

Date of Meeting: October 22, 2025

Report Number: SRCS.25.14

Department: Community Services
Division: Fire and Emergency Services

Subject: SRCS.25.14 – Non-Competitive Procurement of Incident Command Tool – Tablet Command

Purpose:

To obtain Council approval for a non-competitive acquisition greater than \$100,000, in accordance with the Procurement By-law 116-13.

Recommendation(s):

- a) That staff report SRCS.25.14 be received;
- b) That, pursuant to Appendix "B" Part I, Section (c) of the Procurement By-law No. 113-16, the sole source renewal of the emergency incident command software licenses, maintenance and support be awarded non-competitively to Tablet Command, Inc., for a contract duration of sixty-seven (67) months and an estimated total cost of \$508,127 USD (\$715,000 CAD), exclusive of taxes, be approved.
- c) That the Commissioner of Corporate and Financial Services be authorized, on the recommendations of the Chief Information Officer, to execute any necessary documentation to affect the contract(s).

Contact Person(s):

- Tom Raeburn, Deputy Fire Chief, Ext.2899
- Bryan Burbidge, Fire Chief, Ext 2897
- Tracey Steele, Commissioner Community Services, Ext 2476

Report Approval:

All reports are electronically reviewed and/or approved by the Division Director, Treasurer (as required), City Solicitor (as required), Commissioner, and City Manager. Details of the reports approval are attached.

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Background:

Richmond Hill Fire & Emergency Services (RHFES) provides dispatch services to surrounding municipalities (Newmarket, Aurora, Georgina, East Gwillimbury and Whitchurch-Stouffville) which includes all components of dispatching including answering 9-1-1 calls, paging of incidents, continual communications with all fire apparatus, records management software (Firehouse) and communications from the Computer Aided Dispatch (CAD) to iPads located in each apparatus.

Tablet Command is an incident and tactical command software built on the iPad platform. RHFES began using Tablet Command in June 2017, and it is an integral component in the dispatch and response model used by Richmond Hill and the five municipalities for which we provide dispatch services.

Discussion:

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 patents, copyrights, or licenses, or to maintain specialized products that must be maintained by the manufacturer or its representative.

It is recommended that the City enter into a non-competitive contract with Tablet Command, Inc. for a period of sixty-seven (67) months to maintain licenses, and maintenance and support services. This will ensure compatibility with existing products, recognize exclusive rights such as patent, copyright or license, and maintain specialized products that must be maintained by the manufacturer or its representative pursuant to Appendix “B” Part I, Section (c) of the Procurement By-law No. 113-16.

The recommended sole source is also in accordance with Canadian Free Trade Agreement Article 513 - Limited Tendering (1)(c)(i) for additional deliveries by the original supplier of goods or services that were not included in the initial procurement, if a change of supplier for such additional goods or services cannot be made for economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment, software, services, or installations procured under the initial procurement.

Financial Implications:

RHFES is the lead software purchaser and manages the Tablet Command subscription for the five municipalities to which we provide dispatch service. Richmond Hill then charges an annual fee to each municipality, based on the number of subscriptions used. Currently, approximately 55% of costs are recovered through this fee structure,

Costs shown are based on current number of subscriptions (May 2025). Future cost could fluctuate should RHFES lose/gain municipal customers.

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All costs shown are in USD.

Year	Cost (USD)	Projected Revenue	Net Cost (USD)
2025(June-Dec)	43,149	55%	19,417
2026	84,150	55%	37,867
2027	88,357	55%	39,760
2028	92,775	55%	41,748
2029	97,413	55%	43,836
2030	102,283	55%	46,027
	508,127		228,657

Relationship to Strategic Plan 2024-2027:

Purchase and continued implementation of the Tablet Command emergency incident management software relates to Pillar 3 – Strengthening our Foundations: Priority 2. Focus on quality customer service and a continuous improvement mindset to support innovation and be responsive to residents, stakeholders, businesses, the private sector and colleagues.

Attachments:

The following attached documents may include scanned images of appendixes, maps and photographs. All attachments have been reviewed and made accessible. If you require an alternative format please call the contact person listed in this document.

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Report Approval Details

Document Title:	SRCS.25.14 - Non-Competitive Procurement of Incident Command Tool.docx
Attachments:	
Final Approval Date:	Oct 14, 2025

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

Tom Raeburn on behalf of Bryan Burbidge - Oct 14, 2025 - 12:30 PM

Tracey Steele - Oct 14, 2025 - 2:23 PM

Darlene Joslin - Oct 14, 2025 - 3:48 PM