Report to / Rapport au:

**OTTAWA POLICE SERVICE BOARD
LA COMMISSION DE SERVICE DE POLICE D'OTTAWA**

July 28 2025 / 28 juillet 2025

Submitted by / Soumis par:

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SUBJECT: **APPROVAL OF SOLE SOURCE JUSTIFICATION LETTER FOR IMPLEMENTING COMMUNITY CONNECT PATROL AND INSIGHTS vCAD/vRMS ADD-ON MODULES**

OBJET: **APPROBATION DE LA LETTRE DE JUSTIFICATION POUR L'APPROVISIONNEMENT UNIQUE CONCERNANT LA MIS EN ŒUVRE DES MODULES COMPLEMENTAIRES COMMUNITYCONNECT PATROL ET INSIGHTS Vcad/vRMS**

REPORT RECOMMENDATIONS

That the Ottawa Police Service Board (the Board) approve the sole source justification letter for implementing CommunityConnect Patrol & Insights vCAD/vRMS add-on modules.

RECOMMANDATIONS DU RAPPORT

Que la Commission de service de police d'Ottawa approuve la lettre de justification pour l'approvisionnement unique concernant la mise en œuvre des modules complémentaires CommunityConnect Patrol & Insights vCAD/vRMS

BACKGROUND

The Ottawa Police Service (OPS) currently relies on Versaterm's vCAD (Computer-Aided Dispatch) and vRMS (Records Management System) platforms for its core operational and incident management infrastructure. Versaterm has been a long-standing technology partner of the OPS for over 25 years. As part of its modernization and community engagement strategies, the OPS is seeking to enhance its service delivery and citizen communications capabilities

through the implementation of CommunityConnect Patrol and Insights add-on modules. These modules are proprietary enhancements developed by Versaterm and are exclusively compatible with OPS's existing Versaterm ecosystem.

DISCUSSION

The CommunityConnect modules will expand the OPS's capabilities in the areas of:

- **Community Engagement:** Real-time, multilingual messaging and survey features triggered directly from 9-1-1 and non-emergency calls.

- **Operational Insights:** Enhanced follow-up interactions such as call acknowledgment, delayed arrival, and closure notices, as well as community surveys in mobile-friendly formats.

- **Transparency for Crime Victims:** A web-based portal providing citizens with real-time access to case status and automated conversational updates powered by artificial intelligence.

The solution is fully, and exclusively, integrated with the existing Versaterm vCAD and vRMS systems, ensuring real-time synchronization of data, consistent user experience, and minimal operational disruption. No other vendor offers a product with equivalent functional integration, architectural compatibility, or seamless support continuity with the OPS's existing CAD/RMS systems, making Versaterm the only viable provider. As such, the procurement must proceed via a sole source justification. These enhancements directly support OPS's modernization goals and align with the Service's commitment to improved transparency, accessibility, and community trust.

CONSULTATION

Consultations with the Information and Technology Services Directorate, Frontline Operations, and Financial Services confirmed that a solution fully integrated with the Versaterm ecosystem is the only viable option. The sole source approach complies with both OPS and City procurement policies.

SUPPORTING DOCUMENTATION

Appendix 1 - Sole Source Justification CommunityConnect

FINANCIAL IMPLICATIONS

The total cost for the acquisition and implementation of the CommunityConnect Patrol and Insights modules is estimated to be $510,521.34 (subtotal cost of $451,788.80 and Harmonized Sales Tax of $58,732.54) which includes licensing for two years, setup, configuration, training, and support. Funding for this procurement is available within the approved ITS capital budgets (7012-909884) for modernization and digital engagement initiatives. Future annual support costs will be incorporated into operational budgeting forecasts.

CONCLUSION

The Board's endorsement of this contract will reinforce the OPS' commitment to staying at the forefront of technological advancements. The implementation of the Versaterm CommunityConnect Patrol and Insights modules also represents a critical step in enhancing the OPS's ability to serve the public more effectively and transparently. Given the proprietary nature of the solution, its exclusive compatibility with the current OPS CAD/RMS platforms, and the lack of viable alternatives, this report recommends that the Ottawa Police Service Board approve the sole source procurement from Versaterm Public Safety.