

**NON-COMPETITIVE SERVICES
SOLE SOURCING VERIFICATION FORM**

Please attach to Procurement of Goods or Services Approval Form

Department: Information Services & Technology Directorate
Branch: Business Solutions Support Unit
Division: **IT-Modernization Roadmap 2020 (7012-909884)**
Versaterm community engagement platform
Type: Software
Purchase Requisition: **AGREEMENT SUMMARY/JUSTIFICATION FOR SOLE SOURCING**

Procurement of Versaterm CommunityConnect Patrol & Insights vCAD/vRMS Add-On Modules

Background and Justification:

The Ottawa Police Service (OPS) has used Versaterm's vCAD and vRMS systems as the backbone of its operational and records management infrastructure for over 25 years. Versaterm is the sole supplier and integrator of this platform, and its add-on modules are developed specifically to enhance the functionality and community responsiveness of its core solutions.

The OPS now seeks to implement the CommunityConnect Patrol & Insights modules—proprietary solutions developed by Versaterm—as direct extensions of the existing CAD/RMS platform. These modules provide an exclusive, fully integrated suite of tools designed to enhance real-time operations, community engagement, and transparency, aligned with the OPS's strategic priorities for modernization and trust building.

Key justifications for a sole source procurement include:

- **Seamless Integration:** The add-ons are built by Versaterm specifically for vCAD/vRMS with deep architectural integration. No third-party solution can achieve the same level of interoperability, security, or real-time data access.
- **Fit for Purpose and Fit for Use:** The modules offer unique capabilities such as multilingual follow-up messaging, mobile-friendly surveys, AI-driven citizen interactions, and crime victim portals, which can only be leveraged through tight coupling with OPS's existing Versaterm ecosystem.
- **Proprietary Offering:** CommunityConnect is a proprietary product not available through resellers or other vendors. It is not technically or functionally replicable through any other product on the market.

- **Operational and Community Impact:** Only this solution meets the operational standards of a modern police service while supporting the OPS's mandate for equity, inclusion, and improved community experience with police services. Alternative products would fail to meet community expectations for accessibility, transparency, and responsiveness.
- **Vendor Support and Continuity:** Versaterm provides dedicated support through a Partner Success Manager, and integration is maintained by the same technical teams that support the OPS's CAD and RMS infrastructure today—minimizing risk and ensuring continuity.

Based on these factors, Versaterm is the only vendor capable of delivering the necessary compatibility, reliability, and strategic alignment. A sole source approach is therefore required to ensure secure, seamless integration and public-facing value. Failure to proceed with this sole source may delay OPS's ability to deliver on strategic objectives related to service transparency, modernization, and real-time community engagement.

Prepared by:

Jean-Claude Lemonde
Chief Information Officer
Ottawa Police Service
Date: July 4th, 2025

Financial Support:

The funding for this requisition will be coming from Modernization Capital Internal order assigned to IT Modernization Roadmap 2020 - Digital Evidence / Information Management project (details below):

Account: 0000506185 (Computer software)

Cost Element: 909884 (IT-Modernization Roadmap 2020)

Vendor: Versaterm Public Safety

Product: CommunityConnect Patrol & Insights Add-On Modules for vCAD/vRMS

Estimated Purchase Date: July 2025

Request Type: Sole Source – Proprietary Integration with Existing Systems

Subtotal Cost: \$451,788.80

HST: \$58,732.54

Total: \$510,521.34

Date: July 4th, 2025

Requested by (Print Name): Jean-Claude Lemonde

Signature of Requester: 

Title of Requestor: Chief Information Officer

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