



**City of Kingston  
Report to Council  
Report Number 15-171**

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**To:** Mayor and Members of Council

**From:** Denis Leger, Commissioner, Transportation, Facilities and  
Emergency Services  
Desiree Kennedy, Chief Financial Officer and City Treasurer

**Resource Staff:** Rhéaume Chaput, Fire Chief, Kingston Fire & Rescue  
David Johnston, Chief Information Officer

**Date of Meeting:** February 17, 2015

**Subject:** Corporate Data Centre Project

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**Executive Summary:**

Kingston Fire & Rescue (KFR) and Information Systems and Technology (IS&T) are in the midst of relocating the City's secondary (backup) data centre from Fire Station # 7 on Woodbine Road and new and existing KFR computer systems and equipment within a new centralized climate-controlled and more secure environment at KFR Headquarters at 500 O'Connor Drive. As part of this project, the two departments issued a Request For Proposals (RFP) for the supply, delivery and installation of infrastructure equipment for a new computer server room and based on the evaluation of the submissions, are recommending that the supply and work be awarded to the highest-ranked proponent submitting to the RFP.

In 2013, Council awarded a contract to Motorola Solutions Canada to install a City Wide P25 Simulcast Trunking 700mhz radio system which is the computer infrastructure for a corporate-wide mobile radio solution to be implemented in 2015. As part of this solution, it was identified that additional space would be required to house the radio infrastructure computer equipment. This requirement to house the radio computer equipment, combined with the need to centralize all other KFR computer systems and to relocate the City's secondary (backup) data centre equipment provided an opportunity for consolidation and centralization of equipment in a climate-controlled and more secure environment, thereby reducing risk and generating economies of scale in a purpose-built location.

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The proposal from Synergy Data Centres for server room infrastructure in response to RFP F31-CT-IS&T-2014-03 was the highest ranking and the lowest cost of the two submissions that were received.

In accordance with By-law 2000-134, A By-Law to Establish Purchasing Policies and Procedures, City Council approval is required to award this contract as the provisions of delegated authority for staff to award have not been met as only two valid responses to the RFP were received.

**Recommendation:**

**That** Council authorize the Mayor and Clerk to execute a purchase contract between the City of Kingston and Synergy Data Centres for the supply, delivery and installation of infrastructure equipment for a computer server room located at Kingston Fire & Rescue (KFR) headquarters at a total cost of \$196,927 plus HST in a form satisfactory to the Director of Legal Services; and

**That** Council delegate to the Chief Information Officer the authority to enter into recurring annual maintenance agreements with Synergy Data Centres, at a total yearly cost of \$15,850 plus HST, in a form satisfactory to the Director of Legal Services.

**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

**Denis Leger, Commissioner,  
Transportation, Facilities &  
Emergency Services**

ORIGINAL SIGNED BY CHIEF FINANCIAL OFFICER AND CITY TREASURER

**Desiree Kennedy, Chief  
Financial Officer and City  
Treasurer**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

**Gerard Hunt, Chief Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Cynthia Beach, Corporate & Strategic Initiatives	Not required
Lanie Hurdle, Community Services	Not required
Jim Keech, President and CEO, Utilities Kingston	Not required

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**Options/Discussion:**

Kingston Fire & Rescue (KFR) is in the process of replacing a number of outdated communication systems such as the radio system, wireless data to fire trucks, fire station alerting, paging system, and the 911 emergency caller identification and location system.

Equipment that support these critical systems is housed in multiple locations at KFR Headquarters, and a number of deficiencies have been identified related to the physical, technical and environmental infrastructure needed for this core public safety technology. These server rooms are inadequate as they do not meet industry standards with regard to the infrastructure, access control and physical space requirements relative to the critical nature of life safety systems and the City's corporate network.

In 2013, Council awarded a contract to Motorola Solutions Canada to install a City Wide P25 Simulcast Trunking 700mhz radio system which is the computer infrastructure for a corporate-wide mobile radio solution to be implemented in 2015. As part of this solution, it was identified that additional space would be required to house the radio infrastructure computer equipment. The consolidation of KFR computer equipment and systems in a new server room at KFR headquarters will support the implementation of the new corporate mobile radio system and enable the replacement of other critical operating systems over time while providing redundancy and continuation of operations in a secure, climate-controlled, centralized environment yielding greater cost-efficiency and operational effectiveness.

Information Systems & Technology (IS&T) currently operates the City's primary data centre at John Counter Boulevard, a secondary (backup) data centre at the Woodbine Road fire station and several smaller server rooms across the City. Risk assessments conducted in 2014 identified major deficiencies with the Woodbine Road secondary data centre location and inherent security and other risks related to the server room infrastructure at 500 O'Connor Drive where KFR systems are currently dispersed.

The opportunity and benefits of relocating the secondary (backup) data centre and consolidating it with all of the various KFR computer systems and equipment in one room and at one location were recognized in 2014 and resulted in the issuance of the RFP. Funds were previously approved for construction of a new server room, but were insufficient to realize the opportunity to consolidate the City's secondary data centre within a newly-developed centralized KFR server room. As a result, the approved 2015 capital budget submission provided the necessary funds to expand the project and proceed with a corporate solution. This facility will allow IS&T to relocate servers and storage infrastructure from the Woodbine fire hall to the KFR location, significantly improving the security, redundancy and disaster recovery capabilities for the entire City network, and enabling KFR's critical systems to be housed within a secure data centre environment.

Since the computer server room will house both public safety and non-public safety infrastructure equipment, it is being designed to ensure the appropriate environmental and electrical backup systems are in place. This will significantly reduce the current risks and

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associated costs of maintaining infrastructure systems for several server rooms and multiple locations.

The planned improvements will address the following risk areas:

- The communications systems that are required for the critical operations of the KFR services are currently housed in three separate rooms. This situation creates additional risk due to the existence of multiple points of failure in each of the three locations. If one part of the infrastructure fails, it will negatively impact the operations of the other related components of the system. By locating all of the life safety communications systems in one physical location, the required support infrastructure can be properly designed for redundancy and then shared by all of the related elements of the communications system. This co-location of systems allows for the cost effective deployment of redundant support infrastructure and maximum reliability and security of the entire system.
- The current server rooms at the KFR Headquarters house data communications equipment that connects the KFR headquarters to the City network and to the City's voice communications system. These server rooms also house various servers and related storage that are used to support applications including; Fire Dispatch (FireCAD), KFR Administration (FireHouse, etc.), Emergency Operations Centre (EOC) Communications and Coordination (WebEOC), Situational Awareness/Emergency Management Common Operating Picture (EMCOP), and others. The current server rooms also house certain components of the existing 2-way radio system which must continue to operate while the new radio system is brought on-line.
- The server rooms have portable air conditioning units and the rooms need to be protected from occasional water leaks from the roof. The current server rooms do not have a fire suppression system and lack sufficient environmental monitoring. The Uninterruptible Power Supply (UPS) that is currently supporting the KFR Headquarters is beyond its end of service life and is due for replacement.

RFP F31-CT-IS&T-2014-03 was issued June 20, 2014 for the supply, delivery and installation of infrastructure equipment for a new computer server room located at Kingston Fire & Rescue (KFR) Headquarters, including a Power Distribution Unit (PDU), Uninterruptible Power Supply (UPS), In-Row Air Conditioning, server racks, system monitoring/management software, and related implementation services.

Two submissions were received. The evaluation team for the project was composed of staff from KFR and IS&T. The Request for Proposals established an evaluation framework based on criteria and weightings as described below:

- Company Profile – 5%
- Price – 45%
- Other Financial Considerations – 5%
- Experience & Qualifications – 20%
- Schedule & Methodology – 10%

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- Detailed Design and Specification Compliance – 12%
- Accessibility Statement – 3%

The result of the RFP evaluation is as follows:

1. Synergy Data Centres submitted a proposal totaling \$196,927 and scored 93.
2. Biggs and Naricsco Construction Services Inc. submitted a proposal totaling \$208,300 and scored 81.

Synergy Data Centres was the highest ranked proposal providing the lowest cost and is within the consolidated KFR and IS&T budgets approved for this purpose.

**Existing Policy/By-Law:**

By-Law 2000-134, A By-Law to Establish Purchasing Policies and Procedures

**Notice Provisions:**

N/A

**Accessibility Considerations:**

N/A

**Financial Considerations:**

There are sufficient funds in the approved KFR and IS&T capital budgets to proceed with this project. The annual maintenance cost of \$15,850 has been provided for in the 2015 IS&T operating budget and will form the basis of subsequent years' submission.

**Contacts:**

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David Johnston, Chief Information Officer, IS&T	613-546-4291 ext. 1333
Bob Schaefer, Manager Technology Infrastructure, IS&T	613-546-4291 ext. 1101

**Other City of Kingston Staff Consulted:**

N/A

**Exhibits Attached:**

N/A