



WEST HANTS REGIONAL MUNICIPALITY REPORT

Information ☐	Recommendation ☒	Decision Request ☐	Councillor Activity ☐
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To: Committee of the Whole

Submitted by: _____
Carlee Rochon, Director, Financial Services

Date: October 8, 2024

Subject: Network Video Recorder Appliance Rental

LEGISLATIVE AUTHORITY

MGA Section 65(a) – Authorized Municipal Expenditures

RECOMMENDATION or DECISION REQUEST

Committee of the Whole recommends that

... that Council approves entering into a rental agreement with Devintec IT and Security Services for network video recorder appliance for three-year term, in the amount of \$879.49 a month.

BACKGROUND

Property ☐	Public Opinion ☐	Environment ☐	Social ☒	Economic ☒	Councillor Activity ☐ ☒
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Staff have been working to implement the Video Surveillance Policy, passed by Council in November 2023. Network Video Recorders (NVRs) are key appliance component required to operate the cameras. Currently we have an NVR with performance, reliability, and storage capacity issues that is not meeting the service level required by the policy. This recorder has started to fail almost daily, requiring manual intervention from IT staff. It has been determined that replacement of this NVR is the only path forward to avoid disruption of service or a complete failure.

Staff have sourced a solution to address the continuing failure of the NVR which will improve performance and reliability. It will also provide increased storage capacity and allow for additional cameras to be added to the system in the future. Currently, the addition of any new cameras would put a strain on this stretched resource, resulting in further complications.

DISCUSSION

The Windsor NVR system has been failing on a regular basis. These failures reduce the reliability of capturing footage. The Video Surveillance Policy requires data be kept for 30 days. The current system is not meeting this service requirement when it is functioning. The storage component is being overtaxed and cannot keep up with demands.

Attempts have been made internally to resolve the issues, but they continue to impact performance and result in data loss. To ensure avoiding complete failure and meet increasing demands on the system, a replacement is being sought. This would have been proposed in the 2025-26 fiscal budget as it is currently on a soon to be unsupported operating system. As it is failing, we must act sooner.

Staff searched for compatible options meeting the following criteria:

- 30-day storage capacity
- Capable of meeting the performance demands put on the system
- Greater functionality
- Reduction in time spent on manual intervention and troubleshooting.

Staff were able to source an all-in-one option. One component with increased performance. (The current NVR appliance is made up of two components, which has resulted in some of the impacts on its functionality.)

Staff are seeking Council's approval to enter into a rental agreement over three years (36 months).

Renting the NVR appliance over 36 months would cost \$879.49 per month (\$31,661.64 over three years), plus HST. The rental agreement would include a warranty over the life of the rental, as well as ongoing support. Under the rental agreement, the vendor would maintain the licensing and guarantee replacement of any internal component that failed at no additional cost to the municipality. This agreement offers an option to renew at the end of the 36-month period.

The useful life of an NVR is ten years, and the internal components five years. There would be a one-time estimated cost of \$2,400 for labour and expenses to install the appliance.

Staff also consider the option to purchase the appliance outright. This would cost \$28,341.35 plus HST and include a 5-year warranty. This option would also include the one-time estimated cost of \$2,400 for labour and expenses to install the appliance. Staff are not recommending this option. The benefits of always having up-to-date equipment with ongoing support will reduce maintenance costs and staff time. It also provides a true and predictable cost for the Windsor NVR.

NEXT STEPS

If approved staff will proceed with executing the rental agreement and immediately replace the appliance.

FINANCIAL IMPLICATIONS

There are no financial implications for the 2024-25 operating budget, as the rental will fall within Information Technology Maintenance. The rental of the appliance for five months plus the installation and expense would amount to \$7,089.06, including non-refundable taxes.

ALTERNATIVES

1. Council could choose not to support the recommendations.
2. Council could choose to purchase the equipment outright.
3. Council could choose to provide alternate direction to staff.

ATTACHMENTS

N/A

CHIEF ADMINISTRATIVE OFFICER REVIEW

I support the recommendation.

The direct with IT support have explored the most effective response to the challenges we are currently facing within the system. The difference in costs over the three-year term between purchasing and renting as well as the rationale is noted.

Report Prepared by: _____
Carlee Rochon, Director, Financial Services

Report Approved by:  _____
Mark Phillips, CAO