

**Report to / Rapport au:**

**OTTAWA POLICE SERVICES BOARD  
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

**31 October 2022 / 31 octobre 2022**

**Submitted by / Soumis par:**

**Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa**

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**SUBJECT: MIGRATION FROM E911 TO NG911 NETWORK**

**OBJET: MIGRATION DU RÉSEAU E911 AU RÉSEAU NG911**

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Services Board approve the purchase of equipment and professional services from the vendor of record (currently TELUS Communications Inc.) to migrate the Ottawa Police Service's 911 connection from the legacy Enhanced 911 (E911) to the new Next Generation 911 (NG911) network, as mandated by the Canadian Radio-television and Telecommunications Commission (CRTC), for a fixed price amount of \$342,904.40.**

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de services policiers d'Ottawa approuve l'achat d'équipement et de services professionnels auprès du fournisseur officiel (actuellement TELUS Communications Inc.) afin de faire passer la connexion 911 du Service de police d'Ottawa du réseau 911 hérité (E911) au nouveau réseau 911 de la prochaine génération (NG911), conformément au mandat du Conseil de la radiodiffusion et des télécommunications canadiennes (CRTC), pour un prix fixe de 342 904,40 \$.**

**BACKGROUND**

**This report replaces the Migration from Enhance 911 (E911) to Next Generation 911 (NG911) Network report approved by the Ottawa Police Services Board (Board) on March 28, 2022, for \$282,636.80.**

The new quote value is \$342,904.40, which is a \$60,000 increase relative to the amount previously approved. The new pressure is a result of hardware and professional services price increases since the time of the initial quote. As vendors learn more about NG911 and its complexities, they have adjusted professional services to reflect true costs. The global pricing for everything in the supply chain is increasing, including hardware. TELUS is the current vendor of record for the Ottawa Police Service (OPS) and responsible for the support and maintenance of the OPS 911 infrastructure.

This work is required as part of the Canadian Radio-television and Telecommunications Commission's (CRTC) mandated upgrade of all Canadian 911 networks and call routing systems. The NG911 network provides Public Safety Answering Points (PSAPs) access to future functionality such as accurate location, real-time text, photos, video, and critical data such as network health.

The OPS began its NG911 program to procure and implement the new NG911 technology in 2019 and has successfully completed the installation of its NG911 compatible telephone system. This work has resulted in the OPS being recognized as a national leader in the configuration and implementation of NG911 technology. This technology is still being actively developed by our service providers as they work at deploying this new 911 platform across Canada in a live environment.

The final migration to the NG911 for the OPS is planned for Q4 of 2023. To secure the vendor's technical resources and procure the necessary equipment, the OPS must enter into an agreement with TELUS prior to the end of 2022.

## **DISCUSSION**

This phase of the OPS' implementation of NG911 will complete the OPS' migration from the legacy 911 to NG911 technology. This purchase includes the cost of new equipment and professional services to configure the OPS' systems to interface with the new NG911 infrastructure and is required to maintain 911 service for the City of Ottawa. This mandatory migration affects all agencies within Canada that wish to remain in operation answering 911 calls after 2025 when the current 911 network will be decommissioned.

This requested delegation of authority will allow the OPS to secure the required vendor resources for a late 2023 migration.

In line with best practices, the City of Ottawa procurement office has been consulted as part of OPS' guidelines for purchases of this type.

The OPS is seeking Board approval for the purchase of equipment and professional services from the vendor of record (currently TELUS Communications Inc) in the amount of \$342,904.40 for work required to be done that migrates the OPS' legacy

Enhanced 911 (E911) to the new Next Generation 911 (NG911) network as mandated by the CRTC. The new quote of is \$342,904.40 is a \$60,000 increase relative to the amount previously approved by the Board. The new pressure is a result of hardware and professional services price increases since the time of the initial quote.

### **FINANCIAL IMPLICATIONS**

The \$342,904.40 required to pay for this work will be paid from the 2023 Telecommunications capital envelope.

### **SUPPORTING DOCUMENTATION**

- March 28, 2022 Report to the Board (#8 MIGRATION FROM E911 TO NG9-1-1 NETWORK)

### **CONCLUSION**

The OPS is obliged to complete this migration to maintain 9-1-1 services for the City of Ottawa, as the current 9-1-1 network will be decommissioned by Bell Canada in 2025.

The OPS is seeking Board approval for the purchase of equipment and professional services from the vendor of record (currently TELUS Communications Inc) in the amount of \$342,904.40 for work required to be done that migrates the OPS' legacy Enhanced 911 (E911) to the new Next Generation 911 (NG911) network as mandated by the CRTC. The new quote of is \$342,904.40 is a \$60,000 increase relative to the amount previously approved by the Board. The new pressure is a result of hardware and professional services price increases since the time of the initial quote.