

Report to / Rapport au:

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

27 November 2023 / 27 novembre 2023

Submitted by / Soumis par:

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

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**SUBJECT: TELEPHONE MAINTENANCE SERVICES FOR THE OTTAWA POLICE
SERVICE**

**OBJET: SERVICES D'ENTRETIEN TÉLÉPHONIQUE RÉGULIER POUR LE
SERVICE DE POLICE D'OTTAWA**

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board delegate authority to the Chief of Police for the purchase of wireline telephone support and maintenance services, including equipment and professional services to support 9-1-1 phone lines and administrative phone lines at the Ottawa Police Service as part of the transition to NG9-1-1. The associated competitive tender 30923-83988-T01 is a five (5) year contract for the upward amount of \$2,472,775 before applicable taxes.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa délègue au chef de police l'autorité pour l'achat de services d'entretien régulier de téléphone filaire, y compris du matériel et des services professionnels pour le soutien des lignes 9-1-1 et des lignes téléphoniques administratives du Service de police d'Ottawa, dans le cadre du passage au 9-1-1 prochaine génération. La soumission concurrentielle 30923-83988-T01 connexe est un contrat quinquennal pour un coût maximal de 2 472 775\$, taxes en sus.

BACKGROUND

The Ottawa Police Service (OPS) Communications Centre operates the Primary Public Safety Answering Point (P-PSAP) on behalf of the City of Ottawa. This means that its members answer all calls made to 9-1-1 from within city limits, provide any OPS-related assistance to callers until the arrival of first responders, and / or connect callers with other emergency services (Ontario Provincial Police, Military Police, Royal Canadian Mounted Police, Fire, and/or Paramedical). In addition, the unit functions as the OPS dispatch centre, which coordinates the Frontline/Patrol response and engages any specialty units and/or resources from both internal and external units/partners.

The emergency services community in Ottawa and its more than one million citizens and visitors are linked solely via the OPS wireline telephony systems to provide life-saving assistance to all those in need, 24 hours a day, 7 days per week, 365 days per year.

The OPS operates a P-PSAP with a backup site within an OPS facility. All such OPS locations are high profile, and house mission critical operations requiring continuous uninterrupted service for the OPS to maintain community safety through the provision of emergency 9-1-1 call taking and dispatch services.

As part of its transition to NG9-1-1, the OPS requires the purchase of wireline telephone support and maintenance services, including equipment and professional services to support 9-1-1 phone lines and administrative phone lines. Selection of a successful vendor through the City of Ottawa tender process is crucial to maintain PSAP services in support of OPS operations and the citizens of Ottawa. The vendor selected shall be the primary point of contact for OPS Telecommunications for all maintenance, hardware, and support services purchased. The vendor will be expected to support the OPS 24 hours a day, 7 days a week, 365 days a year. This involves remote monitoring of applications as well as servers and, when an incident is detected, performing remote troubleshooting and/or diagnostic activities in an effort to resolve the incident. As part of this response, the vendor must provide remote trouble shooting and/or diagnostic activities as well as dispatching technical staff to site when required.

DISCUSSION

The existing contract for PSAP support and maintenance expires December 31, 2023. The OPS is seeking a single qualified bidder on a City competitive tender with the required resources and expertise to provide support and maintenance for the 9-1-1 service and new NG9-1-1 Telephony Solution and Ancillary Equipment installed. The service commencement date of this contract is January 1, 2024 for a term of 5 years

with an option of two (2), one (1) year extensions. As NG9-1-1 technology changes and additional sites are added, the bidder will provide updates to the solution to maintain compatibility and functionality.

FINANCIAL IMPLICATIONS

The service commencement date of this contract is January 1, 2024 for a period of five years for the upward amount of \$2,472,775. Funding will come from existing funds within the Telecommunications cost centre 124231. Annual increases will be included in the inflationary pressures component in future years.

Year 1 - 2024	\$447,510
Year 2 - 2025	\$469,886
Year 3 - 2026	\$493,380
Year 4 – 2027	\$518,049
Year 5 – 2028	\$543,951
5 Year Total	\$2,472,775

CONCLUSION

The OPS, along with all other Canadian PSAPs, are mandated by CRTC to change technology if it wants to answer 911 calls. The OPS is obliged to support and maintain 9-1-1 call handling infrastructure to continue to provide 9-1-1 answering services. Delegated authority to the Chief of Police for the purchase of wireline telephone support and maintenance services, including equipment and professional services to support NG9-1-1 phone lines and administrative phone lines at Ottawa Police will ensure we are in compliance in future years.