

Report to / Rapport au:

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

28 September 2020 / 28 septembre 2020

Submitted by / Soumis par:

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

Contact Person / Personne ressource:

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**SUBJECT: 2019 TELUS COMMUNICATIONS INC. NG9-1-1 CONTRACT
AMENDMENT**

**OBJET: MODIFICATION DU CONTRAT DE SERVICES 9-1-1 PG DE 2019 AVEC
TELUS COMMUNICATIONS INC.**

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board approve an amendment to the 2019 NG9-1-1 contract with TELUS Communications Inc. for the provisioning and implementation of a Komutel Unanswered Call Management System UCMS to be integrated with the Next Generation 9-1-1 call handling system currently being implemented at a cost of \$110,756.70 before tax and associated equipment.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa approuve la modification du contrat de services 9-1-1 PG de 2019 avec TELUS Communications Inc. pour l'approvisionnement et la mise en œuvre d'un système Komutel de gestion des appels abandonnés ou perdus (UCMS) qui sera intégré au système de traitement d'appels 9-1-1 Prochaine Génération présentement en cour d'exécution d'un montant de 110 756,70 \$ (TVH en sus) et équipements associés.

BACKGROUND

The Ottawa Police Services Board previously approved the TELUS Communications Inc. NG9-1-1 contract on March 25, 2019, for the provisioning and implementation of a

Next Generation 9-1-1 telephone system and telephone consoles at the primary public safety answering point location, and further approved a modification of this contract on April 27, 2020, for the provisioning of a NG9-1-1 telephone consoles at a backup location.

The current 9-1-1 system does not allow Ottawa Police Service (OPS) to process incoming 9-1-1 calls that are abandoned by the calling party. Due to emerging technologies being implemented on the NG9-1-1 network and systems, the currently selected telephone console provider has developed software that will allow the OPS to fully assess and take appropriate action for all calls made to 9-1-1 by members of the public.

TELUS Communications Inc. was selected by the Board in 2004 to provide telephone system maintenance services to the OPS and has continued to be our maintenance provider for these systems.

DISCUSSION

Advances in technology permit advanced 9-1-1 call handling and tracing functions, which will allow the OPS to take appropriate action.

FINANCIAL IMPLICATIONS

One Time Capital Costs:

The cost of the Komutel Unanswered Call Management System (UCMS) and TELUS installation services for the system enhancement will be \$110,756.70 before tax.

This project is being funded by available funds in the Radio Project Capital account 909554. With the joint approval of the Chief Administrative Officer and the Chief of Police \$110,000 is being transferred to the Telecommunications 2020 Capital account 909882. The Chief and the CAO have the authority, as per the Financial Accountability Procedures, to transfer the lesser of \$250,000 and 10% of the capital account being increased (\$111,900).

Funds are available in Telecommunications Capital Budget Project #909882 to cover this amount:

Approved Budget to Date:	\$1,119,000
Budget Transferred from 909554:	\$ 110,000
Total Paid and Committed:	\$ 440,286
Balance Available:	\$ 788,714
This Request:	\$ 110,756.70
Remaining Balance:	\$ 677,957.30

Radio Project capital account 909554 will have the following revised balance after this transfer:

Approved Budget to Date:	\$ 600,000
Total Paid and Committed:	\$ 402,556
Balance Available:	\$ 197,444
Budget Transferred to 909882:	\$ 110,000
Remaining Balance:	\$ 87,444

Operating Budget Costs:

The UCM software will incur approximately \$17,000.00 of annual maintenance costs. These ongoing maintenance costs will be offset by the decommissioning of the current 9-1-1 telephone system maintenance costs, and the total operating costs for telephone systems are expected to fall within the current allotted 2021 operating budget.

Supporting Documentation

N/A

CONCLUSION

A Komutel Unanswered Call Management System (UCMS) will be installed onto the existing Komutel softphone client with the approval of this modification to the 2019 contract with TELUS Communications Inc.