

**Report to / Rapport au:**

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

**31 May 2021 / 31 mai 2021**

**Submitted by / Soumis par:**

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

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**SUBJECT: CORPORATE TELEPHONE SYSTEM UPGRADE**

**OBJET: MISE-À-JOUR DU SYSTÈME TÉLÉPHONIQUE CORPORATIF**

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Services Board approve TELUS quote #760765 to upgrade the corporate telephone system at a cost of \$141,558.26 before tax and associated maintenance (financial year 2021).**

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de services policiers d'Ottawa approuve l'estimation n° 760765 de TELUS pour la mise-à-jour du système téléphonique corporatif d'un montant de 141 558,26 \$ (TVH en sus) avant frais d'entretiens reliés (année fiscale 2021).**

**BACKGROUND**

The Ottawa Police Service (OPS) uses two distinct telephone systems: one to handle 9-1-1 and other emergency telephone calls, and one to handle non-emergency calls and voicemail boxes. Both systems are interdependent. The hardware and software operating the non-emergency system has reached the end of its lifecycle and must be replaced to continue to operate efficiently and allow the OPS to make and receive non-emergency phone calls.

This upgrade was part of the planned life cycling of this system for late 2020/early 2021, however this timeline is being brought forward to resolve an increase of partial-/full-system failures. The associated cost is included in the overall Telecommunications capital budget plan.

## **DISCUSSION**

The OPS' telephony systems regularly require updating and upgrading to allow for proper functioning of incoming and outgoing phone calls to the Service, including non-emergency, emergency and 9-1-1 calls.

The cost of work quoted by TELUS includes the replacement of several hardware systems at both the primary and backup telephone sites and upgrading of the operating software to the latest version, which will be supported by the manufacturer for several years to come.

## **FINANCIAL IMPLICATIONS**

### **One Time Capital Costs:**

The cost of the upgrade, including parts/equipment and TELUS professional services will be \$141,558.26 before taxes.

This project is being funded by available funds in the 2020 Capital accounts (909882).

### **Operating Budget Costs:**

This upgrade will bring approximately \$10,000.00 in additional operating costs for 2021. The ongoing maintenance of the corporate telephony system is expected to fall within the estimated 2022 operating budget.

<b>Capital Project Name</b>	<b>IT – Telecommunications 2020</b>
Capital Project Number	909882
Budget	\$ 1,229,000
Amount Spent & Committed (as of May 09, 2021)	\$ 809,939
This Request	<b>\$ 145,000</b>
Remainder	\$ 274,061

**CONCLUSION**

The corporate telephony system will be upgraded to ensure it continues to meet the operational requirements of the OPS.