

Clause 12 in Report No. 7 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on April 21, 2016.

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9-1-1 Telephone Systems

Maintenance and Support Services Contract Renewal

Committee of the Whole recommends adoption of the following recommendations contained in the report dated March 30, 2016 from the Commissioner of Finance:

1. Council authorize an extension of the agreement between the Region and Bell Canada to provide 9-1-1 PBX systems maintenance and support services for a further term of three-years, expiring on April 30, 2019, at a total cost of \$190,864.38, excluding applicable taxes.
2. The Commissioner of Finance be authorized to execute the agreement on behalf of the Region.

Report dated March 30, 2016 from the Commissioner of Finance now follows:

1. Recommendations

It is recommended that:

1. Council authorize an extension of the agreement between the Region and Bell Canada to provide 9-1-1 PBX systems maintenance and support services for a further term of three-years, expiring on April 30, 2019, at a total cost of \$190,864.38, excluding applicable taxes.
2. The Commissioner of Finance be authorized to execute the agreement on behalf of the Region.

2. Purpose

This report seeks authority for the Region to extend an agreement with Bell Canada for 9-1-1 PBX (Private Branch Exchange) telephone systems maintenance and support services under the direct purchase provisions of Purchasing Bylaw 2014-53. A direct purchase is required as the paramount

consideration is the compatibility of the service with the Region's existing systems. Council approval is necessary because the direct purchase would exceed \$100,000.

3. Background

The Region's 9-1-1 Call Centres use PBX systems to manage calls

In Ontario, calls to 9-1-1 are routed to local 9-1-1 call centres known as Public Safety Answering Points. In York Region, York Regional Police operate a primary and secondary (back-up) Public Safety Answering Point.

The Region's Public Safety Answering Point telephones operate using PBX systems. PBX systems are a combination of hardware and software that manage telephone extensions within a business or organization. The system acts as a central control, providing connections for each extension internally (extension to extension) and to the public telephone network.

PBX systems require maintenance and support service contracts to ensure system reliability and business continuity

Maintenance and support services are contracted from Bell Canada to maintain the availability of 9-1-1 PBX systems. Bell Canada has been the only vendor responsible for implementing and maintaining the PBX systems used in the Region's Public Safety Answering Points. The continued use of a single vendor for this purpose would contribute to the continued integrity and reliable operation of 9-1-1 in the Region.

The contract includes maintenance services such as upgrades, security patches, basic repair, and support services such as access to 24/7 help desk support and professional services to aid technical staff in resolving incidents and problems.

4. Analysis and Options

Council approval of the renewal of the 9-1-1 PBX systems services contract is needed to continue maintenance and support

The Region's Purchasing Bylaw permits direct purchases in specific circumstances. Section 9.1 (a) allows for a direct purchase where the paramount consideration is the compatibility of a purchase with existing service.

9-1-1 Telephone Systems Maintenance and Support Services Contract Renewal

The Bylaw specifies thresholds that require Council approval. Section 9.2 requires Council approval for contracts awarded under Section 9.1 (a) or 9.1 (b) with a total cost exceeding \$100,000.

The renewal of the existing contract with Bell Canada for 9-1-1 PBX systems maintenance and support services would have a total value over \$100,000.

Link to key Council-approved plans

Maintenance and support service contracts for the technology products are an integral part of managing the Region's business technology needs in an efficient manner.

5. Financial Implications

The cost for the 9-1-1 PBX systems maintenance and support services contract over the next three years is \$190,864.38, excluding taxes. This amount is consistent with previous renewal amounts for this contract. The contract end date is April 30, 2019.

The required funding is included in the annual Information Technology Services operating budget.

6. Local Municipal Impact

There are no direct municipal impacts as a result of this report.

7. Conclusion

Staff are seeking Council authorization for the three-year renewal of the 9-1-1 PBX systems maintenance and support services contract with Bell Canada. The PBX systems support the needs of the York Regional Police's Public Safety Answering Points and their use is expected to continue into the foreseeable future.

For more information on this report, please contact John Swan, Director, Information Technology Services, at ext. 71756.

The Senior Management Group has reviewed this report. March 30, 2016

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