

**TO:** MAYOR & COUNCIL  
**FROM:** DEPUTY CHIEF ADMINISTRATIVE OFFICER AND CHIEF FINANCIAL OFFICER  
**SUBJECT:** **CA - FIRE 911 EMERGENCY DISPATCH TELEPHONE REPLACEMENT**  
**PURPOSE:** To obtain Council approval to award a contract with Netagen Communication Technologies Inc. for the supply and implementation of an Avaya / Komutel Next Generation 9-1-1 phone system for 911 emergency dispatch used by the Burnaby Fire Department.

## **RECOMMENDATION**

**THAT** a contract award to Netagen Communication Technologies Inc. for an estimated total cost of \$1,422,103 including GST and PST in the amount of \$152,368 as outlined in the October 16, 2023 Council Report titled “CA - Fire 911 Emergency Dispatch Telephone Replacement” be approved; and

**THAT** final payment be based on the actual quantity of goods and services delivered and unit prices as proposed.

## **CHIEF ADMINISTRATIVE OFFICER’S COMMENTS**

I concur with the recommendation of the Deputy Chief Administrative Officer and Chief Financial Officer.

### **1.0 POLICY SECTION**

The City’s Procurement Policy requires that contracts for goods, services and construction with values over \$1,000,000 be approved by Council following a competitive procurement process.

### **2.0 BACKGROUND**

Two submissions following a RFP#064-03-23 Fire 911 Emergency Dispatch Telephone Replacement were received by the closing time on May 1, 2023. Based on the RFP’s evaluation criteria consisting of qualifications and experience, methodology and work plan, costs and warranty, Netagen Communication Technologies Inc. received the highest overall scoring.

City staff have reviewed the submission for compliance with the terms of the Request for Proposal (RFP) document and Netagen Communication Technologies has demonstrated the ability to provide Fire 911 Emergency Dispatch Telephone Replacement project. The Chief Information Officer concurs with this recommendation.

**3.0 GENERAL INFORMATION**

The Canadian Radio-television and Telecommunications Commission (CRTC) has mandated that all ISPs and Emergency Service Providers upgrade to the new ESI-Net (Emergency Services IP Network) infrastructure to meet the NG9-1-1 requirements. As part of this requirement, City of Burnaby is required to upgrade our phone systems.

The scope of work for this contract includes supply, implementation, maintenance, and support of an Avaya (phone solution) / Komutel (Softphone Integration Software) to support the Next Generation 9-1-1 phone system requirements which will be operating in on-premises servers located at City data centers in two physical locations connected by City fibre. The system should be able to receive Next Generation 9-1-1 calls/real-time text from E-comm via our provider, TELUS, that feeds incident data to CAD (Computer Aided Dispatch) system and integrates with NICE recording system.

The City has been notified from the Province that \$3M for a UBCM Next Gen 911 grant will be provided to fund projects related to the CRTC mandate. 50% of the grant will be received up front and the remaining 50% upon completion of the projects. Staff have identified the following projects for the grant: Telephone Replacement (Contract Award), Computer Aided Dispatch (CAD) Upgrade, Call Recording Upgrade, Deployment Costs, Fire Dispatch Management (FDM) Upgrade and Dispatch Console Replacement.

**4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT**

The RFP#064-03-23 Fire 911 Emergency Dispatch Telephone Replacement (Attachment 1) was publicly advertised. Upon closing, the City received a total of two submissions.

**5.0 FINANCIAL CONSIDERATIONS**

Funding will be provided for this capital work within the 2023 – 2027 Financial Plan under General Government Services – Information Technology, Fire & Emergency System Modernization with a budget of \$1,233,500. This contract award has been accommodated under WBS element AEA.0130 (\$881,400).

Funding for the operating component of this contract is included in the 2023 – 2027 Financial Plan within the Information Technology department operating budget (\$477,200), for the yearly software subscription cost of \$111,503 for 4 years.

The UBCM Next Gen 911 grant will offset these costs.

Respectfully submitted,

Noreen Kassam, Deputy Chief Administrative Officer and Chief Financial Officer

**ATTACHMENTS**

Attachment 1 – RFP#064-03-23

**REPORT CONTRIBUTORS**

This report was prepared by Scott Lovas, Procurement Specialist, and reviewed by Sophan Lum, Senior Manager, Purchasing – Capital.