

TO: MAYOR & COUNCILLORS
FROM: DEPUTY CHIEF ADMINISTRATIVE OFFICER AND CHIEF FINANCIAL OFFICER
SUBJECT: **CE – E-COMM POLICE DISPATCH SERVICES**
PURPOSE: To obtain Council approval for a one-year Contract Extension (CE) for police dispatch services.

RECOMMENDATION

THAT a one-year contract extension to E-COMM Emergency Communications For BC Incorporated for an estimated cost of \$6,280,840, as outlined in the Council Report titled “CE – E-COMM Police Dispatch Services” dated for February 26, 2024; and

THAT final payment will be based on the actual services delivered.

1.0 POLICY SECTION

The City’s Change Order Policy requires Council’s approval for change orders, which individually or when accumulated with prior change orders, increases the total value of the contract by \$1,000,000.

2.0 BACKGROUND

In 2013, the City awarded a five year and three-month contract for police dispatch services to E-COMM Emergency Communications For BC Incorporated for an estimated value of \$2,477,800 annually, and increases for the subsequent years of approximately 3.5% to 4% annually subject to final budget approved by the E-COMM Board of Directors. The initial contract was for the period October 1, 2013 to December 31, 2018 with an option to renew an additional five years. Total contract value for the first five years and three months was \$15,199,717.

Since the award of this contract, there has been one contract extension for an additional five years from January 01, 2019 to December 31, 2023 for a total cost of \$19,285,769.0.

3.0 GENERAL INFORMATION

This recommendation is for a three-month contract extension for the period from January 1, 2024 to March 31, 2024 for an estimated value of \$1,532,880, with the same terms and conditions of the existing contract as a holdover while a new agreement is being finalized. This recommendation is also for a new nine-month contract extension for the period from April 1, 2024 to December 31, 2024 for an estimated value of \$4,747,960. The new pricing has increased due to E-COMM’s escalating operating costs, as a result of staffing resources and keeping up with increasing service demands. E-COMM Emergency Communications For BC Incorporated met the requirements during the contract term with a proven track record to the satisfaction of the City. Review by City staff indicates that E-COMM Emergency Communications For BC Incorporated has the necessary experience and personnel to successfully complete the work required under this contract.

The General Manager, Community Safety concurs with this recommendation.

Contract History	Date	Accumulative Total Change
Original Contract Award	Oct 2013 – Dec 2018	\$ 15,199,717
Contract Extension (CE)	Jan 2019 – Dec 2023	\$ 19,285,769
Contract Extension (CE)	Jan 2024 – Mar 2024	\$ 1,532,880
Contract Extension (CE)	Apr 2024 – Dec 2024	\$ 4,747,960
TOTAL		\$40,766,326

4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT

Not Applicable

5.0 FINANCIAL CONSIDERATIONS

Funding for this work will be provided in various operating accounts included in the 2024 – 2028 financial plan.

Respectfully submitted,

Noreen Kassam, Deputy Chief Administrative Officer and Chief Financial Officer

ATTACHMENTS

Not applicable

REPORT CONTRIBUTORS

This report was prepared by Chris Choi, Senior Buyer, and reviewed by Sophan Lum, Senior Manager Purchasing - Capital