

REPORT TO COUNTY COUNCIL

Single Source Contract Award – Oxford County 911 Primary Public Safety Answering Point Contract

To: Warden and Members of County Council

From: Director of Paramedic Services

RECOMMENDATIONS

1. That, pursuant to Section 7.3 of the County’s Procurement Policy 6.07, County Council approve the single-source award of a contract for the provision of 911 Primary Public Safety Answering Point services for a period of five years with an option to extend for an additional five years, commencing on January 12, 2024, to Woodstock Police Services;
2. And further, that the Chief Administrative Officer and Director of Paramedic Services be authorized to execute a service agreement with Woodstock Police Services as outlined in this report.

REPORT HIGHLIGHTS

- To seek County Council approval for a single source procurement to award a contract for 911 Primary Public Safety Answering Point (P-PSAP) services to Woodstock Police Services.
- Woodstock Police Services has been the current contract provider of the 911 P-PSAP on behalf of Oxford County since January 12, 2012.
- The current contract extension is set to expire January 11, 2024.

IMPLEMENTATION POINTS

Following approval of Council, staff will execute the agreement with Woodstock Police Services and there will be uninterrupted continuation of 911 P-PSAP services through the incumbent provider.

Financial Impact

The 2023 budgeted contract fee for 911 P-PSAP service was \$49,000. The proposed new contract annual fees are set out in the table below indicating a 2.0% increase in the first year and 4.0% for the remaining four years of the initial term.

Forecasted Cost of 911 P-PSAP Service

Year	Population Projection	Per Capita Rate	Annual Cost Applicable Taxes excl.	Annual Increase
2024	76,949	\$ 0.6494	\$ 49,973.17	2.0%
2025	78,488	\$ 0.6624	\$ 51,992.08	4.0%
2026	80,058	\$ 0.6757	\$ 54,092.56	4.0%
2027	81,659	\$ 0.6892	\$ 56,277.90	4.0%
2028	83,292	\$ 0.7030	\$ 58,551.53	4.0%

Communications

Discussions with Woodstock Police Services has been ongoing throughout the term of the current contract. Upon approval of the recommendations in this report, staff will finalize the service agreement with Woodstock Police Services. 911 P-PSAP services will remain unchanged in Oxford County and further notification to Secondary Public Safety Answering Points will not be required.




The service agreement will include regular review and reporting requirements to ensure service level standards are met and maintained.

2023-2026 STRATEGIC PLAN

Oxford County Council approved the [2023-2026 Strategic Plan](#) on September 13, 2023. The Plan outlines 39 goals across three strategic pillars that advance Council's vision of "Working together for a healthy, vibrant, and sustainable future." These pillars are: (1) *Promoting community vitality*, (2) *Enhancing environmental sustainability*, and (3) *Fostering progressive government*.

The recommendations in this report supports the following strategic goals.

Strategic Plan Pillars and Goals

PILLAR 1	PILLAR 2	PILLAR 3
		
Promoting community vitality	Enhancing environmental sustainability	Fostering progressive government
Goal 1.3 – Community health, safety and well-being		Goal 3.1 – Continuous improvement and results-driven solutions Goal 3.2 – Collaborate with our partners and communities

See: [Oxford County 2023-2026 Strategic Plan](#)

DISCUSSION

Background

Oxford County provides 911 service for all area municipalities, with the exception of the City of Woodstock, through a Public Emergency Reporting Services (PERS) agreement with Bell Canada. As part of the PERS agreement, the County is obligated to provide and fund a P-PSAP service which can receive 911 calls originating in the County and direct them to the appropriate emergency service dispatch centre requested by the caller. The individual emergency service dispatch centres for police, fire, and ambulance are collectively referred to as Secondary Public Safety Answering Points (S-PSAP).

The P-PSAP requires the provision of a number of technical, operational and human resource requirements to ensure the centre operates with a high degree of reliability. All emergency services are dependent upon the operation of the P-PSAP to receive emergency requests for services and transfer them in a timely fashion. In this respect, the performance of the P-PSAP can positively or negatively influence the service delivery of all emergency services.

Currently, 911 P-PSAP services for Oxford County are contracted to Woodstock Police Services. Woodstock Police Services was the successful vendor in the 2011 and 2016 tender process. The five-year agreement and additional two-year extension will expire on January 11, 2024. Woodstock Police Services provided this service to Oxford County from 1996 to 2009 as well.

Comments

In consideration of a single-source procurement of Primary Public Safety Answering Point (PSAP) services from Woodstock Police Services, it is important to consider the following consolidated points:

- Woodstock Police meet the requirements for single-source procurement in the Procurement Policy by having special knowledge, skills, expertise and experience due to their geographic location and have knowledge of all emergency services in our municipality.
- The 2016 competitive bidding process indicates a clear preference for Woodstock Police Services, which emerged as the sole vendor capable of meeting Oxford County's specific needs.
- Woodstock Police Service has a proven track record as the appointed PSAP for Oxford County since 2012, consistently fulfilling contract performance requirements.
- There has been a substantial financial commitment by Woodstock Police Service in upgrading their infrastructure to adhere to the advanced standards of Next-Gen 911 services, indicating readiness for future requirements and a vested interest in providing ongoing service to Oxford County.

These points collectively make a strong case for the sole-source procurement from Woodstock Police Services, ensuring continuity of service, cost predictability, and compliance with advanced service requirements.

CONCLUSIONS

Woodstock Police Services is an experienced provider of 911 P-PSAP services and has been the provider for Oxford County since 2012 and previously, from 1996 to 2009. The service provided to Oxford County during these years has consistently met the performance requirements with no issues being noted. Woodstock Police Services' fee schedule for 911 P-PSAP service is in line with market cost for these services. Therefore, staff is recommending Council approval for the continued single-source contracting of 911 P-PSAP services with Woodstock Police Services for five year contract commencing January 12, 2024, with a possible five-year extension.

SIGNATURES

Departmental approval:

Original signed by

Ryan Hall
Director, Paramedic Services

Approved for submission:

Original signed by

Benjamin R. Addley
Chief Administrative Officer