

## Staff Report

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**Report To:** City Council  
**Report From:** Bradey Carbert, Manager of Corporate Services  
**Meeting Date:** December 18, 2023  
**Report Code:** CR-23-122  
**Subject:** Award of RFT-23-020 – New 911 Dispatch Centre  
Construction, Owen Sound Police Service

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### Recommendations:

THAT in consideration of Staff Report CR-23-122 respecting Award of RFT-23-020 – New 911 Dispatch Centre Construction, Owen Sound Police Service, City Council:

1. Awards the above noted Tender to Allen Hastings Inc., the lowest compliant bid received, for \$644,081.78, including the non-refundable allocation of HST; and
2. Directs staff to bring forward a by-law to authorize the Mayor and Clerk to execute the agreement.

### Highlights:

- The Owen Sound Police Service requires updates to its 911/Dispatch Centre to reflect internal staff growth and growth obtained through its services provided to other municipalities.
- This project is included in the Multi-Year Capital Plan (2024-2028).
- Project completion is estimated to be 20 weeks from the commencement of construction.

### Strategic Plan Alignment:

This report supports the delivery of Core Service.

## **Climate and Environmental Implications:**

This supports the objectives of the City's Corporate Climate Change Adaptation Plan by strengthening the resiliency of City infrastructure or services.

## **Previous Report/Authority:**

The project is included in the Multi-Year Capital Plan (2024-2028). A copy of the budget sheet has been attached to this report.

## **Background:**

In accordance with the City's Procurement of Goods, Services, Construction, and Consulting Policy (By-law 2020-002), the award of all purchases above \$250,000 must be approved by Council.

This report has been drafted to provide Council with the necessary information to approve the award of Tender RFT-23-020, New 911 Dispatch Centre Construction, Owen Sound Police Service. The capital detail sheet describing the project has been attached to this report.

## **Analysis:**

The Owen Sound Police Services (OSPS) are continuing to grow a business model which currently provides emergency communications services to 6 police services and 42 fire departments across Ontario, as well as Grey County Roads. These services are provided to these various communities under contract, with the proceeds reducing the impact of increasing policing-related costs here in Owen Sound. There continues to be interest from other communities considering contracting with the Owen Sound Emergency Communications Centre (OSECC) for services and the OSPS hopes to continue to explore additional opportunities provided the operation can be scaled to accommodate.

The existing 911 / dispatch centre is outdated, too small to support current use or business expansion, and is no longer suitable to support the requirements of a modern public safety access point. The current communications room requires four dispatchers and additional trainees to be housed into a small room, with switchboard and call taker staff having to be housed in a separate room which creates barriers to the effective flow and

transfer of communications and potential liabilities. The current floor space per dispatch console in the existing facility averages 80 square feet, with Contemporary Attributes for Communications Centre Design recommending 150 to 160 square feet per console. Changes to the public safety communications model brought on by increased technology requirements including the Federal NG911 requirements have resulted in significant additional technology and hardware which continue to consume desk space and real estate in a room already too small for the requirements. Future iterations of the NG911 model are expected to require additional staffing which will create further demands on available space.

The current location contains inadequate workspaces which also pose a potential barrier to future business development as communities considering contracting the OSECC services will often attend for a preliminary site visit and the current state of the facilities does little to instill a sense of confidence or convey the professionalism and quality that OSPS staff demonstrate through their work.

The proposed project will see unfinished space on the 2nd floor of the police facility renovated to allow for sufficient floor space for 10 communications consoles, plus a Director's office, as well as a small break and kitchenette area and a bank of lockers for employee's personal effects. The renovated area will be serviced by a new, independent HVAC system for increased efficiency plus redundancy in order to service the demands of the space. Modernized, user configurable lighting and work spaces will also be incorporated in order to complete the fit and finish of the new space.

The above-mentioned tender was posted in compliance with the City's Purchasing By-law on October 20, 2023, and closed on November 24, 2023, with seven compliant bids received.

The bids received, including the non-refundable allocation of HST, are as follows:

<b>Company Name</b>	<b>Bid Price</b>
Allen Hastings Limited	\$644,081.78
Beaudoin Canada	\$650,246.40
JP Commercial Contractors	\$832,641.02
Shertine Construction Limited	\$836,874.24

Manorcore Group Inc.	\$849,594.24
Quinan Construction Limited	\$870,048.00
2301149 Ontario Inc. o/a Helix Contracting	\$978,320.64

The tender submission from Allen Hastings Limited is the lowest compliant Bidder and is recommended for Tender Award by the project architect, G. M Diemert, and the City. G. M Diemert has indicated significant experience working directly with Allen Hastings Limited and believes the contractor is qualified to perform this work.

The tender includes a \$70,000 contingency allowance for any unforeseen conditions during the construction period. The contingency allowance shall not be expended without the City's written consent.

### **Financial Implications:**

The approved budget for the renovation project is \$732,300, funded from the Owen Sound Police Services reserves. The Police Services share of the project was authorized at the Police Services Board meeting on September 27, 2023, and has been included in the Capital Detail sheet for this project.

Additional funds of up to \$75,000 have been dedicated from the City's corporate facilities capital plan for the replacement of the windows.

The construction component of the project is forecasted to be up to \$99,358 under budget. The additional funds will remain in the Owen Sound Police Services reserves and will be dedicated to outfitting the renovated space with new dispatcher desks, appliances, and other required furniture, fixtures, and equipment to operate a dispatch centre.

### **Communication Strategy:**

The above-noted tender was posted on the City's Bids & Tenders webpage on October 20, 2023, in compliance with the City's Purchasing By-law to be accessible to all potential bidders.

## **Consultation:**

Grant M. Diemert, G. M Diemert Architect Inc.

Chief Craig Ambrose, OSPS

Inspector Dave Bishop, OSPS

Christopher Hill, Director of Information Technology Services, OSPS

Suzanne Bell-Matheson, Director of Corporate Services, OSPS

## **Attachments:**

Capital Budget Sheet 24J.5 OS Police Station 911/Dispatch Centre  
Renovation

## **Recommended by:**

Kate Allan, Director of Corporate Services

Bradey Carbert, Manager of Corporate Services

## **Submission approved by:**

Tim Simmonds, City Manager

For more information on this report, please contact Bradey Carbert, Manager of Corporate Services, at [bcarbert@owensound.ca](mailto:bcarbert@owensound.ca) or 519-376-4440 ext. 1240.