



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Public Safety Communications



Date: October 31, 2016
Board Meeting Date: January 3, 2017
Special Notice / Hearing: None
Vote Required: 4/5ths (ATR)

To: Honorable Board of Supervisors

From: Jaime D. Young, Director

Subject: Agreement between the County of San Mateo and Winbourne Consulting, LLC, for consulting services for the development of a Request for Proposals of public safety technology systems, including a Computer-Aided-Dispatch (CAD), Mobile Data, Business Intelligence systems and public safety specific GIS Mapping solutions.

RECOMMENDATION:

Adopt resolutions:

- A) Authorizing the President of the Board of Supervisors to execute an Agreement between the County of San Mateo and Winbourne Consulting, LLC, for the provision of consulting services to develop the Request for Proposals (RFP) for the eventual procurement of a Computer-Aided Dispatch System, Mobile Data Systems, Business Intelligence Systems, and public safety specific GIS mapping, for a three year term and a not to exceed amount of \$243,660; and
- B) Authorizing the Public Safety Communications Directors, or their designee, to execute subsequent amendments which do not exceed an aggregate of \$25,000; and
- C) Authorizing an Appropriation Transfer Request recognizing and transferring \$324,700 in unanticipated revenue from the Public Safety Sales Tax (Prop. 172) Trust Fund and transferring \$100,460 from within the Public Safety Communications budget to Services and Supplies (\$425,160) for the purpose of funding the Winbourne Consulting agreement and related project management costs.

BACKGROUND:

On November 3, 2015, the Office of Public Safety Communications contracted with Winbourne Consulting, LLC, for the provision of services to conduct a gap analysis for the County's computer-aided-dispatch (CAD) system and associated technology. The County procured the current CAD system in 1993. Its installation in 1994 allowed for fully automated operations including: 9-1-1 call processing, field unit dispatching and tracking, and relative documentation. Since its implementation, the system has been programmed on-site and is highly customized. The system also interfaces with many other technologies used by first responders and agency records management systems. Since the 1994 system installation, Public Safety systems have evolved to highly sophisticated technology that not only performs the aforementioned functions, but does so on a single platform that contains several applications that are fully integrated.

To obtain these services, PSC issued a Request for Proposals (RFP) to conduct the gap analysis. The goal of the analysis was to evaluate strengths and weaknesses as identified by PSC staff and stakeholder input. Over 35 individual interviews and focus group sessions were conducted and extensive documentation review was performed.

As a result of these and other processes, a comprehensive report was published that concluded that PSC's existing CAD system has passed its 'useful' life and operational value and will be unable to meet San Mateo County public safety's requirements for future operations. It is recommended that these systems be replaced with a modern integrated 'Commercial off the Shelf' (COTS) CAD/Mobile/Business Intelligence system in order to meet current and future needs. With this report, the Gap Analysis phase concluded on August 10, 2016.

DISCUSSION:

In order to move forward with system replacement, PSC and its stakeholders must accomplish several tasks to succeed in the procurement and contract negotiation processes for these systems. The recommendations include:

1. Establish system governance
2. Develop an Operational Strategic Plan
3. Develop a Technology Master Plan, including RFP development, procurement process and contract negotiation
4. Develop the Replacement Project Plan

PSC staff and stakeholders will be working aggressively towards accomplishing these tasks in order to cutover to these systems by the first quarter of Fiscal Year 2018-19.

Considering the depth of knowledge and known processes that Winbourne Consulting has obtained during the first phase of this project, PSC requests the Board of Supervisors waive the RFP process in order to maintain content integrity and continuity of service, which includes executing a very aggressive project plan and schedule. Winbourne Consulting has demonstrated a high degree of competence with such work.

The requested ATR will fund the delivery of:

- Winbourne Consulting Services
- Services and Supplies to support the Project Plan and associated tasks. This includes, but is not limited to, additional contractual services rendered by topic-specific consultants and/or extra-help personnel.

These elements are essential in order to accomplish the project tasks and address the accepted recommendations. It also supports the project's 'critical success factors' that, if not applied, threaten the project's success. If approved, PSC anticipates presenting your Board with procurement details by the second quarter of 2017.

The resolution has been reviewed and approved by County Counsel as to form.

PERFORMANCE MEASURE(S):

Measure	FY 2015-16 Actual	FY 2016-17 Projected
Percent of high priority calls processed within established time frames	80%	80%

Adoption of this resolution and ATR contributes to the Shared Visions 2025 outcome of a Healthy Community by ensuring that these state-of-art systems will improve the features and functionality of the public safety system in the Public Safety Communications Center as well as out in the field. When these systems are implemented, all branches of public safety will be able to leverage these attributes resulting in faster, smarter, and more efficient access and response in order to keep our neighborhoods safe.

FISCAL IMPACT:

The ATR appropriates \$324,700 in Prop. 172 reserves to fund a portion of the consultant services as well as project management related costs. The ATR also transfers \$100,460 to a new sub-unit within PSC's FY 2016-17 Adopted Budget for better tracking purposes. Under this Agreement, the County will be invoiced after the completion of milestones as identified in the term and scope of the Agreement. The aforementioned RFP development, vendor selection of the new systems, and contract award are estimated to take place by June 2017. At that time, a scope of work and fees for Winbourne Consulting will be identified and the contract amended.