



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
County Manager



Date: September 29, 2015
Board Meeting Date: November 3, 2015
Special Notice / Hearing: None
Vote Required: Majority

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 to determine options for the procurement of a new Computer Aided Dispatch (CAD) system.

RECOMMENDATION:

Adopt a resolution authorizing an Agreement with Winbourne Consulting, LLC, for the provision of consulting services, for the term of October 11, 2015, through June 30, 2016, in an amount not to exceed \$150,000.

BACKGROUND:

The County procured the current Computer-Aided-Dispatch (CAD) system in 1993, and implemented it in 1994. Installation of this CAD was the first center-wide CAD system which fully automates 9-1-1 call processing, field unit dispatch, tracking and relative documentation. The system also interfaces with many other technologies in use for first response and records management of all police, fire, and medical entities in the County. The system's hardware is near the end of life, providing an opportunity for Public Safety Communications (PSC) to start the pre-planning stages of eventual replacement. Since its installation, the software has been highly customized to meet the customers' needs and streamline operations in order to provide an efficient and expedient call processing and dispatch sequence.

DISCUSSION:

PSC conducted a Request for Proposals (RFP) for specialized services from firms who have performed the same or similar work with like agencies and whose experience in CAD functionality and its relationship with other public safety equipment and systems is well established. Firms were asked to provide their knowledge in CAD's unique set of requirements that impact the 9-1-1 dispatcher and field unit operations, detail their background in the development of procurement requirements and associated documentation, as well as convey their knowledge of procurement and implementation phases of replacement. Additionally, firms were asked for an explanation of their skill

and ability to identify the nexus of the existing CAD and how it meets, does not meet, or exceeds customer and dispatcher needs, provide a detailed itemization of customer and dispatcher input, and validate gaps that exist between current and future CAD attributes. Finally, the firms were asked to provide recommendations of remedies to gaps which include cost estimates of wholesale replacement of the current CAD system and/or components thereof. From the RFP process, PSC received nine proposals, where the top two were asked to make presentations to a multi-discipline (fire/ems/police) Selection Committee who chose the most comprehensive and cost effective proposal from qualified consultants. Winbourne Consulting, LLC, from Arlington, VA, who has conducted the same processes for installations such as: New York City Fire Department, Fairfax County 9-1-1, Meza, AZ 9-1-1 and others, was selected as the most qualified firm for this work.

To ensure this mission critical equipment's replacement is done thoughtfully and meticulously, and to minimize any disruption of service during the transition from current to new, this "gap analysis" will assist in the eventual procurement process, which will shift operations from a highly customized system to an 'off-the-shelf' product. Our goals in this process are to ultimately provide both PSC customers and 9-1-1 staff with the mission critical tools they need to continue their excellent performance in rendering service to the public.

PERFORMANCE MEASURE(S):

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

FISCAL IMPACT:

Under this Agreement, the County will be invoiced by Consultant, after the completion of milestones through the term of the Agreement, terminating at the end of FY15/16. Fees for services rendered is accounted for in the PSC budget and will not exceed \$150,000.