



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
County Manager



**Date:** September 30, 2015  
**Board Meeting Date:** November 3, 2015  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Edward A. Wood, Public Safety Communications Director  
Jaime D. Young, Public Safety Communications Director

**Subject:** Computer Aided Dispatch & Message Switch Hardware Refresh

**RECOMMENDATION:**

Adopt a resolution waiving the Request for Proposals process and authorizing an Agreement with Northrop Grumman Systems Corporation to upgrade the Message Switch and Computer Aided Dispatch Systems, for the term of September 15, 2015, through June 30, 2016, in an amount not to exceed \$325,000.

**BACKGROUND:**

The County's Message Switch System (MSS) provides access to local, state, and federal databases, including warrants, missing and/or wanted persons, and stolen vehicles, to law enforcement agencies in San Mateo County including the Sheriff's Office. The Computer Aided Dispatch (CAD) System is an essential tool that provides the County's Public Safety Communications Dispatchers with the ability to accurately and rapidly enter calls for service and subsequently dispatch Law Enforcement, Fire, and EMS resources.

The hardware and software for the MSS and CAD were originally purchased from Northrop Grumman (formally PRC) in 1992 and went into service in 1993. The MSS and CAD have been well maintained and continue to provide reliable service. The two computer systems are fully redundant ensuring high availability of these critical public safety systems.

The current hardware was last replaced in 2006, and has now reached the end of life. Due to the critical nature of the MSS and CAD, replacement hardware is needed.

**DISCUSSION:**

The MSS and CAD systems are mission critical systems. Failure or a prolonged outage of the MSS or CAD would compromise the delivery of public safety services such as

Police, Fire, and Medical first response. To ensure a seamless transition from the current hardware, this Agreement includes purchasing both hardware and professional services from the vendor, Northrop Grumman.

Northrop Grumman is very familiar with the County's MSS and CAD platforms, from both an application and a hardware perspective. Due to the mission critical nature of our business and the need for continuity of service, it is in the County's best interest to waive the Request for Proposal (RFP) process and partner with Northrop Grumman to upgrade these hardware systems.

The Contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda including, but not limited to, insurance, nondiscrimination, and equal benefits.

County Counsel has reviewed and approved the resolution and agreement as to legal form. Risk Management has reviewed and approved minor changes to the hold harmless clause. The Information Services Department has reviewed and approved the agreement.

**PERFORMANCE MEASURE(S):**

Measure	FY 2015-16 Actual	FY 2016-17 Projected
Percent of Customer Survey Respondents (public safety agencies served by PSC) rating overall services good or better	98%	100%

**FISCAL IMPACT:**

The term of this agreement is October 13, 2015 through March 30, 2016. The maximum cost for this project, including a contingency amount, is \$325,000. The cost of this upgrade will be shared between the Public Safety Communications and Message Switch budgets. The cost of this upgrade was included in both budgets for FY2015-16.