



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 16-150

Board Meeting Date: 5/16/2017

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, CIO/Director, Information Services Department

Subject: Authorizing the acquisition of equipment and services from Motorola, Inc. to upgrade the County's P25 system software and 911 Center dispatch radio consoles

RECOMMENDATION:

Adopt a resolution authorizing County Purchasing Agent to acquire equipment and services from Motorola, Inc. to upgrade the County's public safety communications system software and 911 Center dispatch radio consoles, for the term of May 16, 2017 through June 30, 2019, with a total combined fiscal not to exceed \$5,300,000.

BACKGROUND:

San Mateo County operates a multi-technology countywide radio system that supports critical public safety and non-public safety communications. This system supports a number of County and local law enforcement, fire, medical, and public services agencies and is interconnected through an extensive network-backbone comprised of microwave-radio, optical-fiber, and leased-circuit facilities.

In September 2009, the County released Request for Proposals (RFP) ISD1801 for the design and implementation of a P25/700 MHz system, replacing the former UHF Smartzone 4.1 trunked system to improve public safety communications and enhance regional interoperability. In April of 2010, the County and Motorola, Inc. entered into a multi-phase agreement (Resolution No. 070735) for the construction of the P25/700 MHz Radio/Public Safety System.

DISCUSSION:

The software for the existing P25/700 MHz Radio/Public Safety System has reached the end of life support and is in need of an upgrade. In addition, the radio consoles used in the Public Safety Communication Center (PSCC) have also reached its end of life. In support of providing reliable public safety communication to the citizens of San Mateo County, to meet 911 response measure, and to provide to the County the ability to support additional dispatch services to cities within the County, the Information Services Department (ISD) will need to coordinate services to perform a major upgrade to the software and hardware of the County's P25 communications system and the installation of new radio dispatch consoles.

The software upgrade will be implemented using a phased approach. The first phase will be a partial upgrade of the software from the current 7.09 version to 7.13. This enables the current 911 Center to function as the new equipment is installed and tested. After the new equipment has gone live and the old equipment decommissioned, the second phase will begin where the software will be upgraded to the current version available, 7.17.

In order to provide the County of San Mateo’s Public Safety dispatchers with the greatest features, functionality, reliability, and performance, we recommend the purchase of the Motorola equipment, installation and upgrade services, as well as the continued maintenance and support directly from Motorola. The new radio dispatch consoles will integrate seamlessly into the County’s existing P25 public safety communication system and will allow the County to be compatible with future features, functions, and upgrades. In addition, the acquisition for the equipment and services has a lengthy lead time and must be reserved well in advance. ISD is recommending that the Request for Proposals process be waived and Motorola be selected as the sole source vendor for both the equipment and related services for the upgrade and new equipment.

County Counsel has reviewed and approved the resolution as to form.

Approval of this resolution contributes to the Shared Vision 2025 outcome of a Collaborative Community by enhancing public safety and service communications operations and expanding interoperability with the County's regional partners throughout the Capitol Bay Region and will contribute to the performance measure by cost effectively upgrading the County’s radio communication system.

PERFORMANCE MEASURES:

Measure	FY 2015-16 Actual	FY 2017-19 Projected
Number of Incidents responded to by OES Staff	48	50

FISCAL IMPACT:

The term of the authorized acquisition is from May 16, 2017 through June 30, 2019, with a total combined fiscal obligation not to exceed \$5,300,000. The funding for all equipment and related upgrade services is from the Proposition 172, and is included in ISD’s Fiscal Year 2016-17 budget and will be included in future year’s budget until project completion.