



County of San Mateo

Inter-Departmental Correspondence

Department: PUBLIC SAFETY
COMMUNICATIONS
File #: 20-526

Board Meeting Date: 7/7/2020

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Daniel T. Belville, Director, Public Safety Communications
Subject: Amendment to Agreement with Northrop Grumman Systems Corporation

RECOMMENDATION:

Adopt a resolution authorizing the President of the Board to execute an amendment to the Agreement with Northrop Grumman Systems Corporation for maintenance and support services for the Message Switch and Computer Aided Dispatch (CAD) software, extending the term through June 30, 2021 and increase the fee by \$59,453 for a total new not to exceed amount of \$277,079.

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, with upgrades in 2006 and most recently, a refresh in 2015. Maintenance of the system is contracted for annually; the most recent Agreement for this service was the May 15, 2017 Agreement. 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.

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.

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 continue to partner with Northrop Grumman to maintain these software systems.

County Counsel has reviewed and approved the Resolution and Amendment as to legal form. The Information Services Department has reviewed and approved the Amendment.

PERFORMANCE MEASURES:

Measure	FY 2018-19 Actual	FY 2019-20 Projected
9-1-1 calls received, answered within 10 seconds	88%	90%
Percent of high priority police, fire, and medical calls dispatched within established time frames	73%	75%

FISCAL IMPACT:

The cost for these services will be shared between the Public Safety Communications and Message Switch budget units and has been included in both departments' Recommended Adopted budgets for FY 2020-21. Net County Cost is \$59,453.