



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** PUBLIC SAFETY  
COMMUNICATIONS  
**File #:** 16-777

Board Meeting Date: 11/21/2017

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Jaime D. Young, Director  
**Subject:** Amendment to the agreement with Winbourne Consulting LLC

### **RECOMMENDATION:**

Adopt a resolution authorizing the President of the Board of Supervisors to execute an amendment to the agreement with Winbourne Consulting LLC, for providing technical consulting services for development of a Request for Proposals and procurement of specialized interface software.

### **BACKGROUND:**

On January 7, 2017, your Board approved an agreement between the Office of Public Safety Communications and Winbourne Consulting, LLC, for the provision of consulting services for the comprehensive development of a Request for Proposal (RFP) for Computer-Aided-Dispatch (CAD), GIS Mapping, Business Intelligence and Mobile Data Computing Systems. The agreement also provides for Winbourne's assistance in publishing the RFP, reviewing vendor proposals and RFP compliance, and for the evaluation and scoring of the six proposals received in June of this year.

This agreement was approved with a specific scope of work and payment not to exceed \$133,460.

### **DISCUSSION:**

During the spring of this year, a cross-section of law enforcement, fire service, emergency medical services, IT and Public Safety Communications personnel staffed committees in order to develop specific requirements for a RFP for the replacement of public safety technology and systems. This comprehensive effort identified desirable attributes, functionality and features desired in the next generation of public safety communications technology. While conducting this task, interface software that can integrate CAD call receipt, updates and monitoring amongst disparate systems was discussed and subsequently explored. In April, the San Mateo County Technology Initiative for Public Safety (SMCTIPS) Executive Steering Committee approved this concept and requested a formal Project Plan. This wide-ranging plan includes gauging the interest of a large group of public safety entities in the Bay Area that frequently interact with PSC when public safety resources are needed. The use of this interface software would allow the new PSC CAD to "talk" to stakeholder agencies that use a different CAD system. Today, this interaction is conducted via telephone. The net result of

this technology will have a dramatic impact for stakeholder Dispatch Centers and field personnel. The ultimate benefit is realized by the public as the time it takes for call processing and the dispatch of resources is reduced allowing for those critical minutes to be best assumed in an emergency response.

This specialized technology is not currently used in the public safety sector in the SF Bay Area. San Mateo County and its Stakeholders stand to be the first to benefit from its implementation and use.

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

Approval of this amendment contributes to the Vision 2025 Outcome of Healthy Communities by continuing the vital process of procuring vital safety technology for the 911 system.

**PERFORMANCE MEASURE:**

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 additional milestones throughout the term of the Agreement, terminating at the end of FY18/19. Fees for services rendered is accounted for in the PSC budget. The amendment to the original contract is in cost and scope only and increases the contract by \$54,500, for a total not to exceed \$187,960.