



# County of San Mateo

## Inter-Departmental Correspondence

**Department:** PUBLIC SAFETY  
COMMUNICATIONS  
**File #:** 18-1021

Board Meeting Date: 11/6/2018

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

**To:** Honorable Board of Supervisors  
**From:** Daniel T. Belville, Director  
**Subject:** Approval for an Agreement to purchase Computer-Aided Dispatch System Software and Mobile Computer Software

### **RECOMMENDATION:**

Adopt resolutions authorizing:

- A) The execution of an agreement with Versaterm, Ottawa, Canada, for proprietary software (licenses) and services related to the purchase of new Computer-Aided-Dispatch and Mobile Client software, for the term November 6, 2018 through June 30, 2023, in an amount not to exceed \$3,578,629; and
- B) An Appropriation Transfer Request (ATR) to fund the current fiscal year requirement of \$2,174,582 from Non-Departmental Services and Reserves to New CAD Project; and
- C) The Director of Public Safety Communications or the Director's designee to execute contract amendments modifying the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modifying the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

### **BACKGROUND:**

In April 2015, Public Safety Communications (PSC) initiated the Computer-Aided-Dispatch (System) or 'CAD' replacement project in an effort to replace the existing Northrop Grumman CAD that has been in operation since January 1994. While the existing system has been well maintained for nearly 25 years and has performed exceptionally, it has reached the end of its useful life. Replacing this system was a comprehensive, collaborative, and complex process due to the mission critical nature of the system, its connection to mobile equipment in the field, and importance of its use by PSC Stakeholders.

Since April 2015, many milestones have been reached that ensure the needs of the County and

Stakeholders are met. Over the past three plus years, PSC has coordinated and facilitated:

- Development of an RFP and subsequent selection of consultants to conduct a gap analysis on the capabilities of the existing CAD to those in the marketplace
- Formation of an Executive Steering Committee, comprised of Chiefs, Executives, and Managers from all public safety communities PSC serves
- Acceptance of a comprehensive Gap Analysis with 13 recommendations, which formed the basis of the next steps in the project
- Formation of a Project Team comprised of key personnel from all public safety communities PSC serves
- A lengthy data development process which resulted in a Request for Proposals (RFP) from vendors qualified to submit proposals for a CAD System to accommodate Police, Fire, and EMS program data and Dispatch Center call volume
- The vetting of seven comprehensive proposals resulting in a short-list of two vendors to consider
- Final Vendor Selection

### **DISCUSSION:**

In April 2018, Versaterm was notified of the County's intention to proceed with contract negotiations, product development, and provisions for executing an agreement. The Master Agreement has Exhibits A-F, representing a collection of work conducted by PSC, their Stakeholders, and Versaterm.

The proposed purchase of a new CAD/Mobile System was presented to your Board under Measure K discussions, where you approved the allocation of funds based on estimated costs provided by the vendor.

In concert with funding the new Regional Operations Center, the Versaterm CAD/Mobile System will be installed in the new facility and scheduled for a 'go live' cutover in November 2019. From contract execution to system cutover, the process for a successful implementation requires:

- A Configuration Team to work full-time on the data entry for Police, Fire, Medical, and Dispatch, each of which require very specific data entry to ensure emergency equipment are dispatched and tracked accurately.
- Interface the new CAD with newly developed GIS mapping layers.
- Interface the new CAD with new Fire and EMS deployment plan software for the efficient dispatch of the closest unit to a Fire and/or EMS incident.
- Train all PSC staff on all new systems, and train over 500 police, fire, and medical first responders on the mobile client software and associated systems.

At cutover, the Versaterm CAD/Mobile System will be the first installation in the United States to have a fully functional EMS Dispatch Service that is distinctly different than the 'Fire/Rescue' model of other installations. Versaterm's desire to provide newly created full-scale EMS functionality for San Mateo County is an example of the level of commitment towards the on-going partnership between Versaterm, the County, and the County Stakeholders. Additionally, San Mateo County will join the ranks of other California agencies who operate a Versaterm CAD system with great success. Those agencies include: the Anaheim Police Department, the Bakersfield Police Department, the Sacramento Police Department, Sacramento County Sheriff, and many others.

The agreement has been reviewed and approved by County Counsel (as to form), Risk

Management, and the Information Services Department.

The new CAD/Mobile System aligns with the Shared Vision 2025 by ensuring that the County's public safety providers and first responders have the most efficient and effective dispatching system available, while providing detailed analytics and business intelligence reporting capabilities.

**PERFORMANCE MEASURE:**

Measure	Actual FY 2017-18	Target FY 2018-19
9-1-1 Calls received, answered within 10 seconds	85%	90%

**FISCAL IMPACT:**

The term of this agreement is November 6, 2018 through June 30, 2023. The agreement amount is not to exceed \$3,578,629, Net County Cost. An Appropriations Transfer Request (ATR) is included for your approval, in order to fund the current fiscal year requirement of \$2,174,582 from Non-Departmental Services and Reserves to New CAD Project. The remainder will be appropriated in FY19-20 Budget and subsequent years.