



# County of San Mateo

## Inter-Departmental Correspondence

**Department:** PUBLIC SAFETY  
COMMUNICATIONS  
**File #:** 19-039

Board Meeting Date: 1/8/2019

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

**To:** Honorable Board of Supervisors  
**From:** Daniel T. Belville, Director  
**Subject:** Agreement with Michael Baker International

### **RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Michael Baker International for Geographic Information Systems (GIS) services related to the new Computer-Aided Dispatch System for a term of one year, not to exceed \$421,650; and a software subscription for maintenance of the GIS data for a period of five years, not to exceed \$395,350, with the total cost for both agreements not to exceed \$817,000 for the five-year term, from January 8, 2019 through January 7, 2024.

### **BACKGROUND:**

In April 2015, Public Safety Communications (PSC) initiated the Computer-Aided-Dispatch System (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.

On November 6, 2018 the Board approved a contract with Versaterm, Inc. which was chosen after an extensive and inclusive RFP process as the vendor to replace the CAD.

As part of the CAD project, the Geographic Information System (GIS) data needs to be updated to make full use of the new CAD. GIS data includes street center line, address points/ranges, and boundary layers. The GIS data provides a critical component of the CAD system to ensure that the closest first responders are accurately dispatched to an incident.

The GIS data available today does not meet National Emergency Number Association (NENA) Next Generation 9-1-1 (NG911) standards. Having a NENA NG911 standard GIS allows PSC to implement future 9-1-1 technologies as they become available. Additionally, a NENA NG911

standard GIS allows PSC to take full advantage of the mapping features of the new Versaterm CAD.

An RFP was issued which resulted in three proposers submitting proposals. The evaluation team selected Michael Baker International selected proposer. The RFP Matrix, which details the process, is included as an attachment here.

**DISCUSSION:**

In October 2018, Michael Baker International was notified of the County's intention to proceed with contract negotiations for executing an agreement. The Agreement includes Exhibits A, B, and C, which is the software-as-a-service (SAAS) Subscription Agreement.

The Agreement has been reviewed and approved by County Counsel (as to form), Risk Management, and the Information Services Department.

The GIS services and subscription authorized by this Agreement aligns with the Shared Vision 2025 of Safe and Healthy Communities 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 the GIS Services Agreement is January 8, 2019 through December 31, 2019. The Software and Maintenance Agreement term is from January 8, 2019 through January 7, 2024. The total amount of both agreements is not to exceed \$817,000, and is Net County Cost. First year costs have been included in the 2018-19 FY department budget.