



County of San Mateo

Inter-Departmental Correspondence

Department: PUBLIC SAFETY
COMMUNICATIONS

File #: 19-105

Board Meeting Date: 1/29/2019

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Daniel T. Belville, Director
Subject: Agreement with West Safety Solutions Corp.

RECOMMENDATION:

Adopt a resolution authorizing the Director of Public Safety Communications, or the Director's designee, to execute an agreement with West Safety Solutions Corporation to provide a VIPER 9-1-1 Telephone System for the Regional Operations Center Project in an amount not to exceed \$213,000 and waiving the competitive bidding process.

BACKGROUND:

On October 20, 2015, your Board approved a Design/Build Agreement with McCarthy Building Company for the construction of the Regional Operations Center (ROC), which will provide Public Safety Communications with a new state-of-the-art facility. On December 11, 2018, your Board approved the initial purchase of VIPER 9-1-1 Telephone System as brought forward to you by the Project Development Unit and using Measure K funding. This purchase is for additional hardware and maintenance for the Regional Operations Center system.

DISCUSSION:

Public Safety Communications (PSC) currently operates 14 existing 9-1-1 telephone answering positions using an Intrado VIPER 9-1-1 telephone system. The ROC will expand the call-taking capability of PSC from 14 to 30 positions and will require a new VIPER 9-1-1 call handling system. The system, provided by West Safety Solutions who purchased Intrado, will be seamlessly compatible with the system currently in place and upgrades all the current software to the latest versions, replaces all hardware, and adds 16 additional positions increasing call-taking ability by more than 50 percent.

Public Safety Communications requests that the Board waive the competitive bidding process for the VIPER 9-1-1 telephone system and upgrades because West Safety Solutions is the owner and sole source provider of the VIPER 9-1-1 Telephone System. Pricing is based on an existing state contract and the purchase will be completed by purchase order.

County Counsel has reviewed and approved the resolution as to form, and the Information Services Department has reviewed and approved the attached quote.

The requested authorization will contribute to the Shared Vision 2025 outcome of creating a Collaborative and Safe Community by advancing this project that will provide regional benefits to San Mateo County residents.

PERFORMANCE MEASURE:

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

FISCAL IMPACT:

Funding for this purchase of \$213,000 is provided in the FY18-19 Public Safety Communications budget using Net County Cost.