



# County of San Mateo

## Inter-Departmental Correspondence

---

**Department:** PUBLIC SAFETY  
COMMUNICATIONS  
**File #:** 19-321

Board Meeting Date: 4/23/2019

---

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

**To:** Honorable Board of Supervisors  
**From:** Daniel T. Belville, Director, Public Safety Communications  
**Subject:** Issuance of Purchase Orders to Deccan International

**RECOMMENDATION:**

Recommendation to:

- A) Adopt a resolution authorizing the County Purchasing Agent, to issue purchase orders to Deccan International for software and services related to the new Computer-Aided Dispatch (CAD) System, for the term of May 1, 2019 through April 30, 2024, for an amount not to exceed \$1,281,264; and
- B) Approve an appropriation transfer request in the amount of \$1,281,264 from Non-Departmental Services and ERAF Reserves to New CAD Project.

**BACKGROUND:**

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

**DISCUSSION:**

The purchase of a new CAD system was presented to your Board under Measure K discussions, where you approved the allocation of funds based on estimated costs provided by the vendors involved, and the first appropriation and authorization of the purchase of the new CAD system was approved by your Board on November 6, 2018.

In concert with funding the new Regional Operations Center, the new CAD system will be installed in the new facility and scheduled for a ‘go live’ cutover in November 2019.

Critical to the successful implementation of the CAD system is an interface of the new CAD system with Fire and EMS deployment plan software for the efficient dispatch of the closest unit to a Fire and/or EMS incident. PSC issued a Request for Information to identify options available to provide this functionality. Deccan International was selected as the vendor to provide this software and service. Deccan International has entered into a Public Procurement Authority Master Price Agreement, following a competitive request for proposal process. The County, as a member of the purchasing collaborative National Purchasing Partners LLC (dba NPPGov), can avail itself of the pricing terms set by the Master Price Agreement. PSC has further negotiated the terms of the software purchase and associated installation and maintenance services in a statement of work.

Known as a move and cover system, the software will ensure accurate deployment of first responder resources, locating them dynamically and strategically to reduce response times to incidents. The Deccan software utilizes predictive modeling based on historical CAD data, GIS map data and a rigorous projection algorithm to validate and anticipate deployment changes.

The resolution has been reviewed and approved by County Counsel as to form. The statement of work has been reviewed and approved by Risk Management and the Information Services Department.

This purchase 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, and that resources are deployed accurately.

**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 purchase order is May 1, 2019 through April 30, 2024. The total amount is not to exceed \$1,281,264, Net County Cost. Sufficient funds have been budgeted in the Adopted FY 2018-19 budget and Recommended FY 2019-20 budget, and will be included in future budgets through the term of the purchase order.