



County of San Mateo

Inter-Departmental Correspondence

Department: PUBLIC SAFETY
COMMUNICATIONS
File #: 19-889

Board Meeting Date: 9/17/2019

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Daniel T. Belville, Director, Public Safety Communications
Subject: Amendment to Agreement with Northrop Grumman Systems Corporation

RECOMMENDATION:

Adopt a resolution authorizing the President of the Board of Supervisors to execute an amendment to the agreement with Northrop Grumman Systems Corporation for maintenance and support services for the Message Switch and Computer Aided Dispatch (CAD) software, increasing the amount by \$77,175 for a new total amount not to exceed \$217,626, and extending the term through June 30, 2020.

BACKGROUND:

The County's Message Switch System (MSS) provides access to local, state, and federal databases, including warrants, missing and/or wanted persons, and stolen vehicles, to law enforcement agencies in San Mateo County including the Sheriff's Office. The CAD System is an essential tool that provides the County's Public Safety Communications Dispatchers with the ability to accurately and rapidly enter calls for service and subsequently dispatch Law Enforcement, Fire, and EMS resources.

The hardware and software for the MSS and CAD were originally purchased from Northrop Grumman (formally PRC) in 1992 and went into service in 1993, with upgrades in 2006 and most recently, a refresh in 2015. Maintenance of the system is contracted for annually; the most recent Agreement for this service was the May 15, 2017 Agreement. The MSS and CAD have been well maintained and continue to provide reliable service. The two computer systems are fully redundant, ensuring high availability of these critical public safety systems.

DISCUSSION:

The MSS and CAD systems are mission critical systems. Failure or a prolonged outage of the MSS or CAD would compromise the delivery of public safety services such as Police, Fire, and Medical first response.

Northrop Grumman is very familiar with the County's MSS and CAD platforms, from both an

application and a hardware perspective. Due to the mission critical nature of our business and the need for continuity of service, it is in the County's best interest to partner with Northrop Grumman to maintain these software systems.

The Contractor has assured compliance with the County's Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda including, but not limited to, insurance, nondiscrimination, and equal benefits.

Approval of this amendment contributes to the Shared Vision 2025 community outcome of Healthy Communities/Safe Neighborhoods by ensuring that critical software systems for CAD and Message Switch are supported and maintained so they will be available for law enforcement and fire and medical emergencies when needed.

County Counsel has reviewed and approved the resolution and amendment as to legal form. The Information Services Department has reviewed and approved the amendment.

PERFORMANCE MEASURE(S):

Measure	FY 2017-18 Actual	FY 2018-19 Projected
9-1-1 calls received, answered within 10 seconds	85%	90%
Percent of high priority police, fire, and medical calls dispatched within established time frames	70%	75%

FISCAL IMPACT:

The cost for these services is \$77,175 and will be shared between the Public Safety Communications and Message Switch budget units and has been included in both departments' budgets for FY 2019-20.