



County of San Mateo

Inter-Departmental Correspondence

Department: PUBLIC SAFETY
COMMUNICATIONS
File #: 20-898

Board Meeting Date: 11/17/2020

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Natasha Claire-Espino, Interim Director
Subject: Amendment to Agreement between the County of San Mateo and Versaterm, Inc.

RECOMMENDATION:

Adopt a resolution authorizing a second amendment to the agreement with Versaterm, Inc., dated November 6, 2018, to increase the not-to-exceed amount by \$75,047 to \$3,814,356 for go-live delay costs and to correct a calculation error in the initial agreement for the Computer-Aided Dispatch system.

BACKGROUND:

On November 6, 2018, this Board approved an Agreement to purchase Computer-Aided Dispatch (CAD) system software and mobile computer software. As implementation has progressed, additional cost items have surfaced.

DISCUSSION:

As of the end of Fiscal Year 2019-20, it became clear that unforeseeable emergencies such as the COVID-19 pandemic, CZU Complex Fire, and civil unrest would push back the go-live date of the County's new 911 CAD system. This caused additional project management and implementation support requirements. The proposed amendment will allow the County to reimburse the vendor for these delay costs.

In addition, department staff identified a calculation error in the original agreement that impacts ongoing system maintenance costs, and the parties wish to correct the error.

Through the proposed amendment, the parties wish to increase the not-to-exceed amounts to include a CAD go-live delay cost of \$23,994, as well as funds to correct the previous error in the maintenance cost in the amount of \$51,053, for a total of \$75,047.

County Counsel has reviewed and approved the resolution as to form.

PERFORMANCE MEASURE:

	FY 2018-19	FY 2019-20
9-1-1 Calls Received, Answered within 10 Seconds	86%	91%

FISCAL IMPACT:

There is no new Net County Cost. The proposed amendment will be covered by available funds in the Department's FY 2020-21 Adopted Budget.