



Monterey County

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Board Report

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Introduced: 12/3/2015

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Matter Type: General Agenda Item

Tritech Computer Aided Dispatch Replacement Contract

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Contracts Purchasing Officer or his Designee to sign a System Purchase Agreement, Software Support Agreement, and Subscription Service License & Use Agreement TriTech.com IQ between County and TriTech Software Systems for a term of one year and up to four optional one year renewal periods in an amount not to exceed \$2,407,112.00 per year subject to minor non-substantive changes approved by County Counsel and agreed to by County.
- b. Accept Non-Standard Contract Terms and Conditions Provisions as recommended by the Director of Emergency Communications.

SUMMARY/ DISCUSSION:

The Computer Aided Dispatch (CAD) system is the backbone of the emergency communications center as it assists the public safety dispatchers in determining the location, jurisdiction, and desired response of law enforcement, fire protection, and emergency medical responders. In addition, the CAD system provides a critical link to all agencies served through a Mobile Data Communications System (MDCS). Through data transfers, mobile data computers mounted in law enforcement and fire protection vehicles receive emergency response information from the center and data for their records management, staffing, and reporting requirements. CAD systems also have the capability to readily link with other 911 centers for mutual aid and regional responses.

Tiburon, Inc. is the provider of the current CAD 911 dispatch system. This current CAD system is over 14 years old and has been in place since 2000. Tiburon has announced that the end of life for this system is March 31, 2017. Currently, the vendor provides basic maintenance only and no support for upgrades or enhancements.

In order to select a replacement CAD that will satisfy dispatch center requirements and the needs of the emergency response agencies, a functional needs analysis was conducted. From the functional needs analysis, functional and technical specifications for the new CAD system were developed. The functional needs analysis included input from all supported agencies, in addition to ECD, ITD, and EMS. The functional needs analysis was completed in December 2014.

In February 2015, Tiburon, Inc. was purchased by TriTech Software Systems. TriTech continues to maintain the current CAD in the same manner as did Tiburon. As the current CAD

company ownership changed to TriTech Software Systems, they were able to offer, as a sole-source purchase, an upgrade to the new TriTech CAD platform, use existing software licenses, and bypass the RFP process to save time and at a substantial savings to the County. Monterey County had secured a \$1,000,000 FY 14 Urban Area Security Initiative (UASI) grant for the purchase of a CAD system replacement. ECD was advised by UASI staff that a TriTech upgrade would be seen as a sole-source procurement and would not be acceptable under the grant guidelines. A sole source purchase would have guaranteed meeting the grant condition to have spent the funding before the end of 2015.

The CAD Replacement RFP was released on August 20, 2015, with proposals due October 1, 2015. A pre-bid conference call with all prospective vendors was conducted on September 3, 2015. In response to vendor questions and concerns, four addendums were issued and the proposal date moved to October 9, 2015. A technical review by the consultant and the proposal selection panel began their deliberations on Oct 12, 2015. A tentative award was given to the successful bidder on October 30, 2015. Representatives from ECD, ITD, and the agencies receiving dispatch service from MCECC met with TriTech Software System to confirm the system requirements, identify hardware, develop the project Statement of Work, and confirm pricing.

In efforts to meet the grant deadline of Dec 31, 2015 and not to lose the UASI grant funding, the multi-discipline, multi-agency selection panel completed its task within three months instead of a year under routine circumstances.

A CAD Replacement Project status report was presented to the Board of Supervisors' Capital Improvement Committee on November 9, 2015. A presentation would have been made to the Budget Committee, however the committee meetings were cancelled due to scheduling conflicts.

OTHER AGENCY INVOLVEMENT:

The Contracts/Purchasing Office developed and released the RFP and coordinated all actions with prospective vendors and the selection panel. The selection panel consisted of two representatives from ECD, a representative from ITD, two members representing fire agencies and two members representing law enforcement agencies.

County Counsel reviewed the RFP prior to its release and provided guidance on the acceptability of vendor proposals. County Counsel reviewed the purchase agreements but was not able to approve the documents due to the presence of non-standard terms and conditions. Risk was provided the opportunity to review the documentation. ITD has reviewed the final agreements and the statement of work.

The Operations Board of the Monterey County Emergency Communications Center (MCECC), consisting of representatives of the chiefs of the fire protection agencies and law enforcement agencies, approved the project and recommended funding approval by the Executive Board of the MCECC, consisting of the Monterey County CAO, representatives of the member City Managers, and the Fire Protection Districts.

While the agreement documents do contain terms and conditions that are not consistent with County Standard provisions, they were subject to extensive negotiations with the vendor, reflect

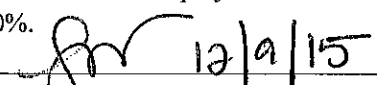
industry standard provisions, and are considered by the Department to represent the best deal possible under the circumstances.

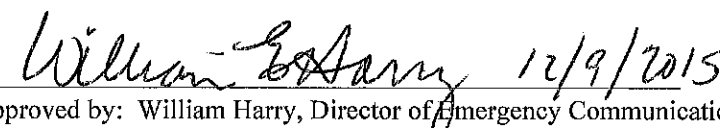
FINANCING:

Monterey County was originally awarded a grant from the Federal Emergency Management Agency (FEMA), Urban Areas Security Initiative (UASI), through the applicable Bay Area Urban Area (UASI Region) in the amount of \$750,000 for the FY2013 grant cycle. Due to project timing issues and grant administration, this funding was inserted into the FY2014 UASI Grant cycle. Monterey County was awarded an additional \$250,000 from the FEMA UASI Grant Program, through the Bay Area Urban Area Approval Authority ("Approval Authority"), in the FY2014 grant cycle bringing the total award to \$1,000,000 for the FY2014 grant cycle. The funding will be used to purchase a new Computer Aided Dispatch (CAD) system. The Board of Supervisors approved the MOU to receive the grant funds on February 3, 2015. The UASI grant funds must be expended by December 31, 2015. FEMA UASI will reimburse Monterey County up to \$1,000,000 for the project costs based on actual expenses. Sufficient funds are included in the Emergency Communications Department adopted budget (Fund 001 Appropriation Unit EME001) for FY2015-16 to allow for the reimbursement of those funds. No further project costs are anticipated during FY 2015-16.

Costs for future budget years will be requested in the appropriate fiscal year budget for the appropriate department. The ECD has submitted an application to UASI to seek an additional \$750,000 of project funding in the FY2016 grant cycle. If awarded additional grant funding, the Department will return to the Board for Approval and Authorization to enter into an additional MOU.

If additional grant funds are not awarded or if grant funds are exhausted, it is anticipated that additional project costs for the CAD will be shared by all agencies participating in the consolidated dispatch center based on the 911 Dispatch Services Agreement executed between the County and partner agencies. While total project costs are unknown at this time, the County's share is typically 30%.

 12/9/15
Prepared by: Claudia S. Garza, Administrative Manager, 8887

 12/9/2015
Approved by: William Harry, Director of Emergency Communications, 8880

Attachments:

- 2 Monterey County - Inform System Purchase Agreement - 12.04.2015 Clean Copy (pending finalization of negotiations).pdf
- 3 Inform - Software Support Agreement - 12.04.2015 Clean Copy (pending finalization of negotiations).pdf
- 4 Monterey County Statement of Work v 3.0 Nov-19-2015 (pending finalization of negotiations).pdf
- 5 Inform CAD and Mobile System Planning Guide 5 7 (pending finalization of negotiations).pdf

6 Master Three Party Escrow 10-02-06 (pending finalization of negotiations).pdf