



Agenda Date: 5/24/2005  
Agenda Placement: 9B

## NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

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**TO:** Board of Supervisors  
**FROM:** Gene Lyerla for Gary Simpson - Sheriff-Coroner  
Sheriff  
**REPORT BY:** Gene Lyerla, Captain , 253-4280  
**SUBJECT:** Cooperative Agreement for City/County Computer Aided Dispatch/Records Management System

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### **RECOMMENDATION**

Sheriff requests approval of and authorization for the Chair to sign a Cooperative Agreement with the City of Napa for a maximum of \$462,036 for the term May 24, 2005 and continuing until one year after system validation and acceptance for the procurement of a computer-aided dispatch and records management system.

### **EXECUTIVE SUMMARY**

This Agreement is for the procurement of the Intergraph Public Safety system and addresses the terms and conditions under which the City and County will fund, acquire and operate the new system. The City of Napa will act as the Lead Agency. There is an organization structure established for the implementation of this project, which is outlined in Exhibit 1. The Executive Committee, which is the Police Chief, Sheriff and Fire Chief, will review and approve all contract change orders and amendments within their authority, provide the leadership, vision, remove obstacles and be the ultimate decision making authority for this project. Their authority cannot exceed the total project costs as outlined.

In addition to the Executive Committee, there will be project teams of both City and County personnel. These project teams will have process experts for the functions to be addressed (CAD, RMS, Fire Deployment, Field Reporting, and GIS) to analyze existing workflows, define business processes, look for efficiencies, and establish the requirements of the new system.

This Agreement will terminate one year after final acceptance of the CAD/RMS systems. The estimated date at this time would be approximately August 2007. The Executive Committee will authorize the final payment following the total system integration validation acceptance. Additionally, the City and County have a Dispatching Services Agreement (City Contract No. 5034 and County Contract No. 2443). This Agreement addresses the scope and level of dispatching services and the sharing of annual costs.

All currently marketed CAD/RMS system use GIS mapping as their basic platform from which and although Napa County's current GIS system is very advanced there will be a need for County ITS involvement in this project. All

parties involved with this project, including County ITS, recognize this and have agreed to cooperate towards supplying the CAD/RMS project with the GIS support it needs to succeed. County ITS will return to the Board at a later date regarding the support needed for GIS.

### **FISCAL IMPACT**

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	Sheriff
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	The current CAD/RMS system (Tiburon), which has been in service in Napa County since 1989, is outdated computer technology that is no longer supported or updated by Tiburon. With no support available any problems with the system are not addressable and catastrophic failure would prevent Central Dispatch from dispatching city police, county sheriff, and city fire units to calls for service in a timely and efficient manner. Also City and County public safety records would be in jeopardy as they are stored and accessed through the Records Management System on the same outdated and no longer supported system.
Is the general fund affected?	Yes
Future fiscal impact:	The system upgrades and maintenance projection for the next four years is \$558,600 of which the County of Napa would be responsible for 40% or \$223,440. The County's portion would be included in the yearly amount paid by the County to the City for Central Dispatch services.
Consequences if not approved:	The purchase of this system will ensure police, sheriff, and city fire units are dispatched in a timely and efficient fashion. Catastrophic failure of the current system would force Central Dispatch to revert to a manual system of dispatching which would increase response time, significantly increase already crowded radio channels, no longer capture information on calls for service, eliminate the sharing of information between the City and County Public Safety agencies, and decrease our level of service to the communities and citizens who benefit from efficient and automated dispatch services.
Additional Information:	Implementation Costs (Intergraph Agreement) \$1,397,944 Contingency

### **ENVIRONMENTAL IMPACT**

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

### **BACKGROUND AND DISCUSSION**

In 1979 the City of Napa and the County of Napa entered into an agreement (Agreement #1593) to create a Central Dispatch system that would provide police, fire, and paramedic dispatching for both the City and the County and that service would be located and provided by the County, through the Napa Sheriff's Department with the City of Napa paying the County for the service. In 1986 The City and County, through County Agreement #2443, agreed to reverse the responsibility for Central Dispatch and it became a function of the City of Napa with the County paying for the service. In 1989, the City of Napa implemented an automated 911 CAD/RMS system. The software vendor for this system is Tiburon with both the City and County sharing the initial costs and the cost of subsequent maintenance and upgrades. In 2002 Tiburon notified the City of Napa that, due to obsolescence and rising costs of support and maintenance, it was discontinuing any further upgrades of the system and would discontinue technical support for the system in early 2005. The Tiburon software products are character driven applications that were written more than twenty years ago and no longer represent modern public safety technology.

### **Mobile Data**

In 2001, the Council authorized the Police and Fire Departments to participate in a Countywide Multi-Agency Agreement for procurement of Mobile Data Communications System (MDC's). MDC's are the use of laptop computers in the patrol cars or fire engines to greatly enhance the technology capability to those delivering the service to the public. The County of Napa took the lead in preparation of a RFP for the purchase, installation and maintenance of the MDC project hardware and software. The current Countywide Multi-Agency Agreement includes County and City of Napa, Cities of Calistoga, St. Helena, American Canyon, and Town of Yountville, which are referred to as the "Napa Consortium."

At the time the MDC hardware and software were purchased, we had been informed of Tiburon's intent to discontinue support of our CAD/RMS system. Because of the uncertainty with our CAD/RMS system, we did not purchase the interface to the CAD to Mobile systems which was approximately \$140,000.

The reference to the purchase of Mobile or MDC system through Intergraph Public Safety refers to the software application to communicate via the mobile with the dispatch center. The current MDC hardware is not proposed to be replaced.

### **CAD/RMS/MOBILE RFP Process**

There were remaining funds from the MDC project. It was the direction of the Napa Consortium to hire a consultant to conduct an initial countywide CAD/RMS need assessment. The Napa Consortium selected the firm of Cit Com, Inc. as the Consultant following a RFP process. Following the completion of the CAD/RMS needs assessment, the City contracted with Cit Com to develop a Request for Proposal (RFP), assist in the evaluation and selection process and contract negotiations for CAD/RMS/Mobile system. The consultant costs were shared with agencies involved in the Napa Consortium through a Countywide Multi-Agency Agreement for Procurement of a Computer Aided Dispatch System (CAD) and Records Management System (RMS).

Ten proposals were received, reviewed and scored. The top four vendors were invited to demonstrations, which were evaluated and Intergraph Public Safety placed first. Telephone reference checks were conducted on Intergraph Public Safety and were found to be positive. Following the positive reference checks, site visits were scheduled for Newark, CA; Mesa, AZ; Sonoma, CA; Overland Park and Olathe, KA. In addition, a Dispatch Supervisor visited Garland TX and San Antonio TX. The site visits to Kansas were funded by Intergraph. Intergraph site visits come back positive and contract negotiations were started in early November 2004. The development of the primary agreement and various exhibits was an extensive and time-consuming process because of the critical nature and complexity of the project.

The City of St. Helena and City of Calistoga decided that they would not be participating in the Countywide Procurement Agreement for implementation of the Intergraph Public Safety CAD/RMS/Mobile system at this time. They expressed interest that in the future they may want to become part of the Countywide CAD/RMS/MDC system. The other item before the Board of Supervisors, the Cooperative Agreement for the Procurement of CAD/RMS/MDC system does provide language for other agencies to "buy in" to this project at a future date.

**INTERGRAPH Intergraph Public Safety's standard applications are considered commercial, off-the-shelf products, relieving customers of the costs associated with redeveloping custom code to introduce functionality upgrades or implement technological advances. The Intergraph Public Safety's intention is to provide a system that grows to meet the future needs and requirements of a community, rather than a system that requires replacement within a few years of installation. The Intergraph Public Safety solution will provide a single point of data entry, removing redundancy and duplication of effort, and improve access to both internal and external systems.**

Officers in the field will be able to access arrest records and mug shots, or see where hazardous chemicals are stored in a burning building. Field personnel can file reports without returning to their offices, therefore allowing more time on the streets supporting community-oriented policing efforts.

### **Intergraph Public Safety Background Information**

Intergraph Public Safety develops Windows-based systems designed for public safety agencies, commercial fleet operations, campus, military base, and airport security. Intergraph Public Safety systems are complete, integrated solutions including computer aided dispatch, fire and police records management, field reporting, mobile data computing, and jail management systems.

A wholly owned subsidiary of Intergraph Corporation, Intergraph Public Safety is headquartered in Huntsville, Alabama USA. Intergraph common stock trades on the NASDAQ Stock Market under the symbol: INGR. Visit [publicsafety.intergraph.com](http://publicsafety.intergraph.com) for more information.

### **Primary Agreement with Intergraph**

The Primary Agreement is an all-encompassing document for the acquisition of the Intergraph Public Safety system. It includes as exhibits the statement of work, Project Deliverable, Project Schedule, Milestones, Payment Schedule, Intergraph Software License Agreement, Intergraph Master Support Agreement and Intergraph RFP Response. This agreement represents an extensive amount of work by our Consultant, County Counsel, the City of Napa Attorney and Intergraph Public Safety staff. This Agreement provides language that protects the County if the new CAD/RMS/MDC system is inoperable and provides various remedies for failure to adhere to the agreement. Our Consultant feels that we have a comprehensive agreement and good protection in place at multiple levels.

**GIS Component**

All of the CAD/RMS systems who responded to this RFP use GIS mapping as the means by which the system identifies the streets, landmarks, building footprints, and geographical identifiers and an accurate and detailed GIS program running in the background is essential to making this project a success. All parties involved in this process realize this and have involved both City and County ITS staffs in the selection process. It has been decided that the County GIS Department will continue to play a significant role in assuring the existing GIS information is compatible with the Intergraph system and will continue to upgrade the County GIS maps which will benefit not only the end users of the Intergraph CAD/RMS system but also all of the many other end users of the GIS system.

**SUPPORTING DOCUMENTS**

None

CEO Recommendation: Approve

Reviewed By: Helene Franchi