

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

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|--|---|--|----------------------|
| (1) DEPARTMENT Sheriff - Coroner | (2) MEETING DATE 12/11/2012 | (3) CONTACT/PHONE Ian Parkinson 781-4540 | |
| (4) SUBJECT Request to approve the purchase of a replacement radio dispatch console system from Raytheon JPS Civil Communications Solutions in the amount of \$485,000 and approve a corresponding amendment to the Fixed Asset List. | | | |
| (5) RECOMMENDED ACTION It is recommended that your Board: <ol style="list-style-type: none"> 1. Approve the purchase of a new radio dispatch console system; 2. Amend the fixed asset list in FC 136 – Sheriff-Coroner for the purchase of a radio dispatch console system in the amount of \$464,020. A four-fifths (4/5ths) vote of the Board is required for both items 1 and 2. | | | |
| (6) FUNDING SOURCE(S) General Fund | (7) CURRENT YEAR FINANCIAL IMPACT \$485,000.00 | (8) ANNUAL FINANCIAL IMPACT \$0.00 | (9) BUDGETED? Yes |
| (10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. _____) <input type="checkbox"/> Board Business (Time Est. _____) | | | |
| (11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input checked="" type="checkbox"/> N/A | | | |
| (12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) N/A | | (13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: <input type="checkbox"/> 4/5th's Vote Required <input checked="" type="checkbox"/> N/A | |
| (14) LOCATION MAP N/A | (15) BUSINESS IMPACT STATEMENT? No | (16) AGENDA ITEM HISTORY <input checked="" type="checkbox"/> N/A Date: _____ | |
| (17) ADMINISTRATIVE OFFICE REVIEW Geoff O'Quest, Administrative Analyst | | | |
| (18) SUPERVISOR DISTRICT(S) All Districts - | | | |

County of San Luis Obispo



TO: Board of Supervisors

FROM: Sheriff - Coroner / Ian Parkinson
781-4540

DATE: 12/11/2012

SUBJECT: Request to approve the purchase of a replacement radio dispatch console system from Raytheon JPS Civil Communications Solutions in the amount of \$485,000 and approve a corresponding amendment to the Fixed Asset List.

RECOMMENDATION

It is recommended that your Board:

1. Approve the purchase of a new radio dispatch console system;
2. Amend the fixed asset list in FC 136 – Sheriff-Coroner for the purchase of a radio dispatch console system in the amount of \$464,020.

A four-fifths (4/5ths) vote of the Board is required for all items.

DISCUSSION

The Sheriff's Office current dispatch console and hardware was purchased and installed in 1999. In May 2007, the company that manufactured the hardware and console announced to the Sheriff's Office that the current dispatch consoles were at the end of their life expectancy. In 2010, this company was dissolved leaving no support services or replacement hardware available for our current dispatch consoles. The prior administration was unable to budget or find a funding source for the replacement. Our Dispatch Center is an integral part of the public safety structure for the entire County and Diablo Canyon Power Plant. The Dispatch Center has the critical responsibility of receiving emergency and non-emergency calls from the public, other allied agencies and dispatching appropriate personnel such as deputies, paramedics and fire personnel.

Due to the age of the equipment, the dissolution of the original manufacturer and no support services or replacement hardware available, it became apparent that the Sheriff's Office was in critical need of replacing our current Dispatch Center console and hardware. At the end of FY 2011-12, the Sheriff's Office had identified \$485,000 in savings that could be used to purchase a new state-of-the-art dispatch system. The Sheriff's Office sought and received approval from the County Administration to have the Auditor's Office reserve these identified savings from FY 2011-12 to be used in FY 2012-13 for the specific purpose of replacing our outdated and defunct dispatch consoles and hardware.

In June 2012, the Sheriff's Office initiated a search for replacement consoles and hardware, researching more traditional based dispatch console systems and newer technology that offers Internet Protocol (IP)-based architecture. During this process the Sheriff's Office formed a working group that included the input and expertise of key personnel from County Communications, Sheriff's IT Department and the Sheriff's Dispatch Center. One of the companies we contacted was Raytheon because they are an industry leader in the communications field and offered products for both the more traditional dispatch consoles and the newer IP-based architecture. Raytheon is a \$25 billion dollar company with 71,000 employees that has established a solid and trustworthy reputation working with public safety organizations at the federal,

state, county, cities and private levels as well as military operations.

The working group assessed the different systems and found that the WAVE Dispatch Solution offered by Raytheon and their partner Twisted Pair was an IP and software-based communications platform that is both unique and provided capabilities that are not offered in other products. The working group concluded that these unique features and capabilities were progressive and would function best to build a Hi-Tech Dispatch Center that could easily be expanded for future needs. The WAVE Dispatch Console is relatively new technology to the public safety field even though it has already been a very successful platform utilized in mission critical operations by the military and federal law enforcement agencies for nearly 10 years. WAVE's technology is the only pure standards-based IP software dispatch solution currently available so it was difficult to price compare with other products. WAVE's pure IP technology is just entering the public safety market thereby prompting Raytheon and Twisted Pair to offer their product to the Sheriff's Office at a cost below current market value. Due to the uniqueness of the product and the below current market price point a sole source purchase was requested and approved by the County Purchasing Agent.

Unlike the old dispatch system, the new system has the capability of a fully integrated back-up dispatch. All that is needed to set up an emergency dispatch location is one or more PC's or laptops running the software and a network connection. This means the Sheriff's Office Dispatch Center can easily be expanded to off-site locations or can be moved to another site if an evacuation of the current location becomes necessary. Being IP based also means that most service and upgrades can be accomplished remotely thereby requiring only minimal on-site personnel which keeps the long-term maintenance costs lower. Another value added feature that the new system delivers, is the capability to provide secure Push to Talk (PTT) communication to staff through smart phones and tablets via the system. This enables the Sheriff's Office to provide full dispatch communications to users anywhere in the world who are running an application on smart phones, smart tablets or PC's.

If the purchase is approved by the Board of Supervisors, the new system will be implemented by Raytheon and Twisted Pair. Raytheon has proposed a transitional implementation that minimizes risk by allowing us to run our current center parallel with the new technology until the system is fully operational and accepted. We also have Raytheon's management commitment to assign a local senior Product Manager with extensive experience to champion and drive this implementation to success. Given this, we feel our risk is minimal and the return on this investment could be substantial based on initial cost, the requirement for minimal on-site support after implementation, and the flexibility the system offers in scaling to meet our increasing needs over time. The Sheriff's Office respectfully requests approval to purchase the WAVE dispatch solution from Raytheon Company.

OTHER AGENCY INVOLVEMENT/IMPACT

County Communications and Sheriff's IT were part of a work group that evaluated and chose this dispatch system. GSA was also consulted on the project. The Sheriff's Office worked with the County Purchasing Agent to satisfy the sole source requirements. In addition, County Counsel reviewed and approved the Proposal Summary as to form and legal effect.

FINANCIAL CONSIDERATIONS

The dispatch system will be purchased with funds from General Fund appropriations that were carried forward from FY 2011-12 as a result of salary savings and set aside to be used in FY 2012-13 for the purpose of replacing the current dispatch system that is obsolete and failing. The purchase of \$485,000 includes:

| Description | Cost |
|------------------------------------|------------------|
| Dispatch Center-console & hardware | \$464,020 |
| Software Maintenance | \$ 20,980 |
| Total | \$485,000 |

Annual software maintenance for FY 2013-14 is included with the original purchase. Annual software maintenance for future years is projected to be approximately \$20,000-\$25,000 per year and will be included in the Sheriff's Office budget.

RESULTS

Approval of this request will allow the Sheriff's Office to replace an outdated dispatch system, an integral part of the public safety structure for San Luis Obispo County that has exceeded its useful life, with a new system that will ensure the Sheriff's Office continues to meet the needs of the entire community. This meets the County's Community-wide Results for a **Safe Community**: "The County will strive to create a community where all people-adults and children alike-have a sense of security and well being, crime is controlled, fire and rescue response is timely, and roads are safe."