

NORCOM Governing Board
Agenda Summary

MEETING DATE: June 8, 2012

SUBJECT: Agreement for New World Technology Implementation Project Management Services

FROM: Mark B. Nelson, Technology Manager

Reviewed by: X Director X Finance Manager X Technology Manager X Attorney

HISTORY: In early 2012 NORCOM engaged DELTAWRX, a consulting firm that specializes in implementation of public safety technology to evaluate NORCOM's technology organization, the New World Systems Integrated Technology system implementation, and to provide recommendations for the successful implementation of the New World Systems Fire and EMS project.

One of DELTAWRX's recommendations is to designate a Project Manager to oversee implementation.

The Technology Committee and Joint Operating Board accepted DELTAWRX's recommendation and requested that a consultant be recruited.

A Request for Proposal (RFP) was developed, reviewed by the Technology Committee and the SharedProcurementPortal.com (a service of eCityGov.net) was used to solicit firms experienced in project management of public safety technology.

Several firms submitted questions to NORCOM. Answers were developed and posted on NORCOM's web-site.

Two firms responded to the RFP prior to the deadline. One firm is very small and has recently specialized with managing the implementation of New World Systems software with multiple police and fire / EMS agencies. The other firm is much larger, has significant resources and experience managing the implementation of police software projects but has little experience with fire / EMS.

On Thursday, June 7, members of the evaluation committee met for a second time with both firms and unanimously recommend that the Governing Board authorize the Executive Director to negotiate an agreement with Online Business Systems (OBS) for an amount not to exceed \$150,000. The evaluation committee members are: Pam Bissonnette and Mark Nelson – NORCOM, Mike Kaser and Steve Heitman – Mercer Island Information Technology and Fire; Carole Harper – Bellevue IT; Mike Ursino – Kirkland Police. While Tracey Dunlap was serving as NORCOM's Executive Director she participated in the May 30 interviews.

The evaluation committee believes that the initial tasks for OBS are:

1. Receive additional background information from NORCOM and its participating agencies;
2. Review the Agreement and associated relevant documents between NORCOM and New World Systems;
3. Develop draft recommendations for project governance and decision making process;
4. Be introduced to the Joint Operating and Governing Boards and the Technology Committee.

PROPOSAL: Execute an agreement with the Online Business Systems for an amount not to exceed \$150,000.

FISCAL IMPACT: Resolution 46 identified \$ 150,000 for this work, funded from operating budget funds which were not spent in 2011.

ADVANTAGES: Provides NORCOM with the expert resources required to successfully implement the New World Systems Integrated Technology project and complete the transition of NORCOM and the Police, Fire and EMS agencies to New World Systems software.

DISADVANTAGES: None.

RECOMMENDED MOTION: I move to approve Resolution 48, a resolution of the Governing Board of NORCOM, relating to procurement of project management services and authorize NORCOM's Executive Director to execute an agreement in an amount not to exceed \$150,000 with Online Business Systems to support implementation of New World Systems Police, Fire and EMS technology.

Ayes _____ Nays _____

RESOLUTION 48

**A RESOLUTION OF THE GOVERNING BOARD OF NORCOM, RELATING
TO PROCUREMENT OF PROJECT MANagements SERVICES AND
AUTHORIZING AN AGREEMENT WITH ONLINE BUSINESS SYSTEMS**

WHEREAS, in December 2008 NORCOM executed an agreement with New World Systems to procure an integrated public safety solution that includes computer-aided dispatch, mobile data, police records management, automated field reporting, jail management and fire records management; and

WHEREAS, NORCOM is now implementing New World Systems' Fire and EMS technology; and

WHEREAS, professional project management services are required by NORCOM and its Participating Agencies; and

WHEREAS, on May 3, 2012 NORCOM released a Request for Proposal for a Project Manager; and

WHEREAS, the Request for Proposal for a Project Manager was posted on NORCOM's web-site, and sent to certain firms on the eCityGov Shared Procurement Portal; and

WHEREAS, on May 21, 2012 two responses were received by NORCOM to its Request for Proposal; and

WHEREAS, Online Business Systems timely responded; and

WHEREAS, Online Business Systems has the expertise, has provided to NORCOM a methodology and approach to completing NORCOM's work that will support implementation of New World Systems' Police, Fire and EMS technology;

BE IT RESOLVED by the Governing Board of NORCOM as follows:

NORCOM shall negotiate an agreement with Online Business Systems for project management services at a cost not to exceed \$150,000 and that the NORCOM Executive Director is authorized to sign such an agreement.

Passed by a majority vote of the Governing Board in open meeting on June 8, 2012.

Signed in authentication thereof on June 8, 2012.



Chair

Attest: 

Secretary