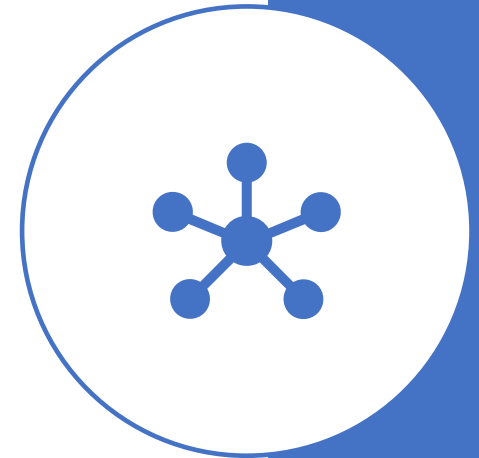# Lessons Learned and Navigational Tools for Procuring a CAD/MDS/RMS Plus System

Virginia NENA-APCO Spring Conference - May 10-11, 2018

Purpose

With multiple interfaces, varying levels of capabilities, capacity, features and functions, CAD is the most complex system in the PSAP and the one system folks know the least about in terms of identifying requirements, selection, contract negotiations and implementation.

Learning Objectives

Gain an understanding of the complexities and tools for navigating the procurement process

Describe the environment and Identify the key interfaces, features and functions that must be detailed in a requirements document

Controlling the critical contract negotiations and implementation stages

Know your procurement requirements

- Restrictions for competitive versus sole source. New acquisition versus upgrade or replacement by same vendor.
- Support/involvement of procurement and legal staff in preparing document and managing process.
- Defensible process that includes defining functional specs (requirements), uniform response requirements for vendors, detailed description of rating/ranking/weighted selection process, and terms and conditions of purchasing entity.

How to get what you pay for

Proof of viability – bonds, insurance, performance guarantees

Scripting demos in live systems

Narrowing down the choices

Why you should not use another municipality's/agency's specifications

- Pitfalls of utilizing a procurement document prepared for and by another municipality, or another agency
  - One size does not fit all: functional specs, licensing, operational and user impacts
  - Set up for failure: responding vendors, staff/users

Describe the environment and Identify the key interfaces, features and functions

- The environment and list of key interfaces, features and functions must be detailed in a requirements document.

  - Document demographics, statistics, workflow processes, and how the current systems meet and do not meet the needs of the system users. Users are communications center staff, response agencies, records staff and crime analysts.

Describe the environment and Identify the key interfaces, features and functions

- Typically, 10-20 or more interfaces:
  - ANI/ALI, alarm monitoring, paging/email/text messaging, AVL, CPE mapping, EMD, EMS mobile, EMS ePCR, Fire mobile data, Fire RMS, Fire Station Alerting, Law RMS, Law MFR, Law mobile data, logging recorder, master clock, mobile mapping, Pictometry, Phase 2 wireless mapping, rip and run, staffing module, state/NCIC, TDD, tone alerting, WebCAD, radio console/PTT/emergency alert

- Describe the features, functions and modules desired in a new system.

Controlling the critical contract negotiations and implementation stages

Negotiations

- Importance of legal and technical expertise
- Terms and conditions
- Defining scope of work
- Payment milestones
- Getting the win-win-win

Implementation

- Project management – tracking scope and budget, risk management, communications plan, documentation
- Technical expertise
- User involvement
- Data build
- Cutover to acceptance testing to go live

Discussion and Questions

Sherri Bush, ENP
804-512-2471
sbush@fedeng.com