

**Department of Administration
Purchasing Division**

**Finance & Personnel Committee Approval Required
For Single Source Contract
Contract #E0000016545**

Background:

User Department:	Fire and Police Commission
Purchasing Agent:	Shaunise Pierce
Contract Description:	Vendor Service Contract for Computer Aided Dispatch (CAD) Consulting Services
Vendor Name and Location:	Winbourne Consulting, LLC (Arlington, VA)
Contract Term:	02/01/2019-01/31/2020 with two (2) options to extend for one (1) year
Requisition # and Date Received:	Requisition #0000019232 & Date Received 10/20/2022
Original Contract Amount:	\$47,500.00
Expenditures to Date:	\$729,260.69
Current Contract Amount:	\$755,454.00

History of Contract Amendments:

Date	Item	Term	Cost
01/22/2019	Original Contract - Vendor Service Contract for Computer Aided Dispatch (CAD) Consulting Services F&P Committee Approval was not required	02/01/2019 through 01/31/2020	\$47,500.00
07/24/2019	Amendment #1 - Increased the estimated contract total by \$75,090.00 from \$47,500.00 to \$122,590.00. Approved by F&P Committee on: 07/24/2019	N/A	\$75,090.00
09/25/2019	Amendment #2 - Increased the estimated contract total by \$10,000.00 from \$122,590.00 to \$132,590.00. One-time amendment of \$10,000, F&P review is not required	N/A	\$10,000.00
04/09/2020	Amendment #3 - Increased the estimated contact total by \$218,100.00 from \$132,590.00 to \$350,690.00 and extended the contract term by two (2) years from 02/01/2020 through 01/31/2022. Approved by F&P Committee on: 04/09/2020	02/01/2020 through 01/31/2022	\$218,100.00
12/09/2020	Amendment #4 - Increased the estimated contact total by \$328,700.00 from \$350,690.00 to \$679,390.00 and extended the contract term by eleven (11) months from 02/01/2022 through 12/31/2022. Approved by F&P Committee on: 12/09/2020	02/01/2022 through 12/31/2022	\$328,700.00
07/26/2022	Amendment #5 - Increased the estimated contact total by \$76,064.00 from \$679,390.00 to \$755,454.00. Approved by F&P Committee on: 07/26/2022	N/A	\$76,064.00
Pending	Amendment #6 - Increase the estimated contact total by \$208,000.00 from \$755,454.00 to \$963,454.00 and extend the contract term by five (5) months from 01/01/2023 through 05/21/2023.	01/01/2023 through 05/31/2023	\$208,000.00
Total (including the pending amendment)			\$963,454.00

Purpose of Contract/Amendment:

This is a recommendation to amend the City's existing Vendor Services Contract for Computer Aided Dispatch (CAD) Consulting Services with Winbourne Consulting, LLC by increasing the estimated contact total by \$208,000.00 from \$755,454.00 to \$963,454.00 and extending the contract term for five (5) months from 01/01/2023 through 05/31/2023. The Fire and Police Commission has exhausted all options to extend the current contract and has expressed an interest in continuing services provided by Winbourne Consulting, LLC into the 2023 fiscal year. The additional funds of \$84,000.00 are needed to cover anticipated expenses for the remainder of 2022 and \$124,000.00 for the completion of Phase 1 Tasks as stated in the Winbourne Consulting Proposal to Complete Project Management and Subject Matter Expert Tasks for Fiscal Year 2023 dated 10/05/2022 (Exhibit 1).

Background:

Winbourne Consulting, LLC has worked with the City's 911 system for several years and has aided in developing the current CAD system for the Milwaukee Police and Fire Departments.

City Purchasing Director

Date

F&P Meeting Date: 11/15/2022

Milwaukee Fire and Police Commission Public Safety Enhancement Program

Winbourne Consulting Proposal to Complete Project Management and Subject Matter Expert Tasks for FY 2023

October 5, 2022



WINBOURNE
CONSULTING, LLC

1621 N. Kent St. Suite 704

Arlington, VA 22209

(p) 703.584-5350 • (f) 703.935.1147

www.winbourneconsulting.com

October 5, 2022

Lee Todd
Executive Director
City of Milwaukee Fire and Police Commission
200 E. Wells Street
Room 706A
Milwaukee, WI 53202

Ref: Winbourne Consulting, LLC Fiscal Year 2023 Contract

Director Todd,

As discussed in previous Public Safety Enhancement Program (PSEP) Executive Steering Committee (ESC) meetings, the Winbourne Consulting contract for PSEP tasks expires December 31, 2022. As requested by the ESC, the following is a proposal to extend the contract into Fiscal Year 2023.

The proposal is separated into two phases:

1. Phase 1: PSEP/Hexagon OnCall CAD/Mobile System Project – January 1, 2023 – May 31, 2023
2. Phase 2: PSEP/Post OnCall Transition Tasks – June 1, 2023 – December 31, 2023

For Phase 1, we are proposing we operate in the same exact manner as we are currently operating. Same responsibilities and tasks.

If possible, a decision on Phase 2 tasks can be made in the March/April 2023 time frame. We believe the City will have better information at that time regarding potential Phase 2 tasks than currently. For Winbourne Consulting, no decision regarding Phase 2 tasks is needed at this time.

The current contract includes tasks for Debbie Wilichowski who has decided to not continue working on the Public Safety Enhancement Program in FY 2023. No tasks or funding for Debbie's position are included in this proposal.

Please let us know if you have any questions.



Tom Maureau
Vice-President
Winbourne Consulting, LLC
1101 Wilson Boulevard, 6th Floor
Arlington, VA 22209

Table of Contents

PHASE 1	4
PHASE 2	5
PROPOSED PHASE 1 TASKS AND ESTIMATED LEVEL OF EFFORT	6
PROPOSED PHASE 2 TASKS AND ESTIMATED LEVEL OF EFFORT	8
SOW PRICING METHODOLOGY	9

Phase 1

The primary reasons for the continuation of work into 2023 are:

1. OnCall CAD/Mobile system transition date rescheduled to Q2 2023. Note: Current placeholder cutover date is April 18, 2023
2. DEC transition tasks
3. PSEP initiatives to improve City Emergency Communications Center operations

Contract Start and End Date

January 1, 2023 to May 31, 2023.

Reasons for the May 31, 2023 End Date

There is a 30-day reliability test period starting at cutover (e.g., April 18, 2023 – May 18, 2023). The reliability test period can be extended if Severity 1 and 2 problems are encountered.

Subsequent to the OnCall CAD/Mobile cutover, a comprehensive assessment of the system is completed resulting in a formal “punch list” of issues that is discussed and acknowledged by Hexagon. Additionally, ECC, MPD and MFD operations are assessed for any issues, opportunities for improvement and OnCall configuration changes. Finally, the Hexagon Statement of Work will be reviewed and finalized for Phase 1.

Winbourne Consulting Tasks

For Phase 1, Winbourne Consulting will continue to complete Public Safety Enhancement Program tasks currently being completed. These tasks include but are not limited to:

- PSEP Executive Steering Committee tasks
 - Facilitate meetings, meeting agenda, status reports, implement initiatives, specific assignments
- MPD and MFD Emergency Communications Center staffing
 - ECC Staffing analysis
 - FPC hiring process – Streamline and enhance process components
 - ECC staffing requirements for OnCall training and transition
 - ECC staffing requirements to meet established City performance objectives
- Hexagon OnCall CAD/Mobile/BI Project
 - Co-Project Manager
 - Project management tasks
 - Point of contact for City and Hexagon meetings
 - Facilitate project team meetings
 - MPD and MFD strategic and tactical objectives for the OnCall system
 - OnCall CAD configuration

- MPD and MFD operations meetings
- Master Plans
 - Master Transition/Cutover Plan
 - Master Training Plan
 - Master Workstation/Equipment Plan
 - Mobile Data Computer Master Plan
 - Public Safety GIS Master Plan
 - Risk/Issue Plan
- DEC Transition Tasks
 - Multi-phase approach to complete transition MPD and MFD ECC administration and operations to the DEC
- Telecom Unit
 - 9-1-1/ECC reports
 - Citywide Telecom Unit transition
- City Public Safety GIS Master Plan
- PSEP Program Management - Numerous projects in-flight at the same time
- Project status reports
- PSEP related emails, meetings and conference calls

Onsite/Offsite Activity

- Onsite work is scheduled to coincide with activities that require on onsite presence
- Onsite work averages two weeks per month depending on the activity/task and project team requirements
- Offsite work is scheduled to keep onsite travel expenses as minimum as possible

Phase 2

Contract Start and End Date

June 1, 2023 to December 31, 2023.

Phase 2 Level of Effort

The vast majority of Phase 1 hours will be expended on the implementation of the OnCall CAD/Mobile system. Depending on the Phase 2 tasks, there most likely will not be a need for the same amount of hours and travel onsite.

Recommendation

We understand the need for the City to plan the FY2023 budget. That said, if possible, a decision regarding Phase 2 tasks can be made in the March/April 2023 time frame. We believe the City will have better information at that time regarding potential Phase 2 tasks than currently.

Potential Phase 2 Tasks

- The Hexagon OnCall contract includes a “Phase 2” in the Statement of Work. Project management assistance with completing Hexagon contract Phase 2 tasks
- DEC transition tasks
 - Future state objectives
 - Transition plan and execution
 - DEC administration and operations
 - Improve Emergency Communications Center workflows and business processes
 - ECC staffing tasks
 - Universal Call Taker initiative
 - Capital budget plan
 - Performance metrics
- PSEP tasks
 - Public Safety GIS Master Plan
 - Citywide Telecom Unit – Public Safety tasks
 - IT MOU
 - Leverage 286-CITY to offload non-emergency call workload

Proposed Phase 1 Tasks and Estimated Level of Effort

Phase 1 Tasks	Onsite/Offsite	Hours
<ul style="list-style-type: none"> • OnCall CAD/Mobile/BI Implementation - • Co-Project Manager for the implementation of the PSEP Initiative and OnCall system • Combined Emergency Communications Center Tasks <ul style="list-style-type: none"> ○ Governance – Executive Steering Committee, Management Oversight Committee, SME groups, administration, operations and technology 	To be determined by the City. <u>Onsite</u> <ul style="list-style-type: none"> • Two weeks per month (40 hours each week) 	All hours and travel expenses will be approved in advance by the City. The City will provide input regarding the

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> ○ Strategic goals and objectives ○ Public safety industry standards, guidelines and best practices ○ Workflows, business processes, policies, procedures and training ○ ECC staffing ○ Universal Call Taker ○ Transition Plan ○ Performance metrics and reports ● CAD/Mobile/BI Implementation <ul style="list-style-type: none"> ○ Project Plan <ul style="list-style-type: none"> ▪ Project Team Organization ▪ Scope, schedule, roles, responsibilities ▪ Communications Plan ▪ Document Management Plan ▪ CAD/Mobile Payment Milestone Validation Plan ▪ Master Report Plan (Business Intelligence/Analytics) ▪ Master Interface Plan ▪ Master Data Conversion Plan ▪ Master Test Plan ▪ Master Training Plan ▪ Master Cutover Plan ○ System Design <ul style="list-style-type: none"> ▪ Strategic objectives ▪ Concept of Operations ▪ MPD and MFD initiatives ○ System Configuration <ul style="list-style-type: none"> ▪ System training ▪ Workflows, business processes, policies and procedures ▪ Configuration log ○ Interfaces ○ Data conversion ○ System Testing ○ Training ○ Cutover – Go/No Go Process | <p><u>Offsite</u></p> <ul style="list-style-type: none"> ● 20 hours two weeks a month for five months <p><u>Approximate Total Hours Per Month</u></p> <ul style="list-style-type: none"> ● 120 hours | <p>level of effort required for each task.</p> |
|--|--|--|

○ System Support		
Estimated Costs	Onsite 400 Hours Offsite 200 Hours Total \$99,000	Estimated Total Travel \$25,000
FY2023 Phase 1 Total Cost	\$124,000	

Proposed Phase 2 Tasks and Estimated Level of Effort

Phase 2 Tasks – To Be Determined	Onsite/Offsite	Hours
<ul style="list-style-type: none"> ● Hexagon OnCall SOW Phase 2 ● DEC transition tasks <ul style="list-style-type: none"> ○ Future state objectives ○ Transition plan and execution ○ Administration and operations ○ Improve Emergency Communications Center workflows and business processes ○ ECC staffing tasks ○ Universal Call Taker initiative ○ Capital budget plan ○ Performance metrics ● PSEP tasks <ul style="list-style-type: none"> ○ Public Safety GIS Master Plan ○ Citywide Telecom Unit – Public Safety tasks ○ IT MOU ○ Leverage 286-CITY to offload non-emergency call workload 	TBD	TBD
Estimated Costs	TBD	TBD
FY2023 Phase 2 Total Cost	TBD	

SOW Pricing Methodology

Time and Materials

Due to the fluidity of the various issues, Winbourne Consulting understands the level of effort to complete any assigned objective or task may change depending on what best meets the needs of the City. A Time & Materials approach may provide the best value to the City.

For a T & M contract, the assignment of all tasks must be approved in advance by the City and include City input regarding the level of effort to complete the task.

The following methodology can be applied to all assigned work depending on City requirements:

- Winbourne Consulting will obtain City approval in advance for all labor hours and travel expenses
- Winbourne Consulting will not exceed the estimated hours without formal City approval
- Winbourne Consulting will provide the City a weekly summary of all hours used and expenses encumbered
- Travel accommodations and per diem will be reasonable (e.g., GSA) and approved in advance by the City
- The discounted Winbourne Consulting rate is \$165.00 per hour.