MONTCALM COUNTY CENTRAL DISPATCH AUTHORITY
Administrative Board
MEETING MINUTES
Monday, February 9th, 2009 at 3:00 p.m.
Montcalm County Central Dispatch/MCES Conference Room
657 N State St, Stanton, MI 48888

Present:
Pat Richard - MSP
Cal Callison – Fire Association
Bill Burden - MCSO
Ron Retzloff - BOC
George Bosanic – City of Greenville
Roger Caris – BOC
Pat Carr – BOC
Phyllis Shilling - Townships

Absent:
Mike Stuck – City of Greenville

Others Present:
Chris Hyzer
Jeff Troyer
Richard Nowakowski
Jan Jourdan
Marty O'Betts
Jeff Hoffman
Matt Kasper
Trevor Milton
Mike Aloe
Sandee Dekker

The meeting was called to order by Chairman Retzloff at 3:19 p.m.

Roll call was taken; a quorum was present.

Motion by Callison, supported by Caris to approve the agenda as presented. Motion carried.

Motion by Callison, supported by Shilling to approve the January 8th, 2009 Organizational and Regular Meeting Minutes as presented. Motion carried.

The Board had no Old Business.

The Board moved on to New Business.

CAD/MOBILE SOFTWARE REVIEW COMMITTEE’S RECOMMENDATION: Chairman Retzloff requested Director Troyer to provide the board members with a brief overview of the processes. Director Troyer advised the board members that he didn’t want to get into specific functionality likes/dislikes unless board members had specific questions due to both vendor
finalists being present. Troyer continued his report and highlighted the following critical steps through the process:

- Troyer recognized the members of the Review Committee: MCCDA – Tony Howe, Dawne Roberts, Jan Jourdan, Amy Thomas, and Richard Nowakowski, MCES – Matt Kasper and Tim Tremain, MSP Lakeview Post – Jeff Hoffman, MCSO – Brian Waber/Bill Barnwell, GDPS – Marty Obetts, Small City/Village PD’s – Darin Dood and Steve DeWitt, and IT – Chris Hyzer/Mary MacMillen. Troyer thanked all of the committee members as well as the agencies they represent for their commitment, neutrality, and knowledge in their respective areas of expertise.

- December 8th, 2008 - Deadline for vendor proposals per the RFP. Four proposals were received: Positron, Interact, Sunguard – OSSI, and New World.

- December 9th, 2008 the Review Committee met and vendor finalists announced: New World and Sunguard - OSSI. Requests were sent out to vendor references for information.

- December 19th, 2008 – New World Systems on-site demonstration/presentation

- December 22nd, 2008 – Sunguard – OSSI on-site demonstration/presentation

- December 30th, 2008 the Review Committee met to discuss and evaluate the vendor demos. Consensus of the committee was for MCCDA representatives to conduct site visits at locations where each vendor’s CAD and Mobile system is operating.

- January 6th, 2009 – Mary MacMillen, Richard Nowakowski, and himself (Troyer) conducted IT Conference calls with dispatch centers operating systems by both vendors.

- January 16th, 2009 – MCCDA reps conducted site visits to Allegan (New World) and Clinton (OSSI) counties. Consensus was that the reps needed to see another New World customer because Allegan just went live three months ago and they are not really very familiar with the system yet.

- January 23rd, 2009 – MCCDA reps conducted site visit to Berrien County (New World).

- January 26th, 2009 the Review Committee met and MCCDA reps provided the committee with individual reports of their findings from the site visits. A lengthy discussion occurred. A vote was taken for the committee’s official recommendation to Authority Board for vendor selection.

Troyer advised the Board that on behalf of the Review Committee, he recommends to the Board Sunguard – OSSI as the vendor for the CAD/Mobile Software project.

Chairman Retzloff advised that Sheriff Barnwell voiced his concerns in a letter that he has requested to be part of these minutes (attached).
Shilling asked Troyer if all of the necessary information had been obtained that Sheriff Barnwell refers to in his letter. Troyer advised yes, quotes have been received from OSSI for JMS and details surrounding data conversion. Troyer stated that these emails have been forwarded to the Sheriff.

Shilling asked Chairman Retzloff if she could ask a question to public attendees. Chairman advised under these circumstances to go ahead. Shilling asked Jan Jourdan what was wrong with New World’s System. Jourdan provided Shilling with an overview to include a few key points of functionality differences.

Shilling asked the reps from New World if they cared to comment. Mike Aloe with New World advised he had a written statement that they wish to read if the Board would allow it. Chairman Retzloff advised them to go ahead.

New World’s statement is attached.

A lengthy discussion occurred.

Callison asked if this was going to cost the Sheriff’s Department a significant amount of money in the long run to convert their systems. Troyer advised he has helped the Sheriff to obtain quotes from OSSI as well as New World for the systems he requested. A lengthy discussion occurred reference the Sheriff’s Department.

Troyer advised the Board that while the Sheriff’s Department is the largest law enforcement agency in the county, they are not the only one. He advised the Board that he did not feel that the focus should be the effect on one law enforcement agency but rather all law enforcement agencies in the county as a whole. He also feels that while the law enforcement community should be considered, the primary responsibility of this project was to provide Central Dispatch with the best system for the cost.

Carr asked Troyer exactly what the votes were from the Committee for this recommendation. Troyer advised that the votes were as follows: 10 – OSSI, 1 – New World, and 2 members were absent. Carr asked who the 1 – New World vote came from. Troyer advised the Sheriff’s Department.

Chairman Retzloff asked Sandee Dekker from OSSI if she had any comments for the Board. Dekker advised the Board that she feels the Committee has done their due diligence thru the evaluation process and commends the Committee for being so thorough.

Motion by Caris, supported by Bosanic to select Sunguard – OSSI as the vendor for the CAD & Mobile Computing Software project. Further discussion occurred.

Chairman Retzloff called for a roll call vote: Carr – yes, Burden – no, Bosanic – yes, Callison – yes, Shilling – yes, Caris – yes, Richard – yes, and Retzloff – yes; Motion carried.
Troyer requested permission from the board to proceed with the project and send the draft contract to counsel for review.

Motion by Bosanic, supported by Callison for the Director to send the draft contract to counsel for review. Motion carried.

Public Comments were offered.

Troyer again thanked all of the committee members for their hard work and dedication. Chairman Retzloff also expressed his thanks on behalf of the Authority to all of the committee members.

Motion by Caris, supported by Bosanic to adjourn. Motion carried.

The meeting was adjourned at 4:07 p.m.

Respectfully submitted,

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Ronald Retzloff, Chairman
Date: February 5, 2009
From: Sheriff Barnwell
To: 911 Authority Board Members
Subject: CAD Software Upgrade

Dear fellow board members;

Unfortunately, I will be unable to attend the February 9th Special Board Meeting to discuss the issue of selecting a vendor for the CAD upgrade. However I would like to provide some information that may have both an operational and financial impact regarding any future upgrades to the Sheriff's Records and Jail Management software.

Since the current CAD software is part of an integrated CAD, Records and Jail solution being provided by New World Systems there will probably be some operational and financial disadvantages should the CAD software be changed to a different vendor. I believe there are very good reasons to continue to operate an integrated system and therefore any decision to upgrade the CAD software should include a solution to also upgrade the Records and Jail software. This would ensure a seamless interface between the systems and provide vital records and jail information to dispatchers and patrol units in the field.

If a decision is made to move to a different CAD vendor the county could also choose to upgrade its Records and Jail software to that vendor but the costs will probably be more and the migration of the existing records may be a challenge. Especially since the data is being migrated between two different systems by a different vendor.

I understand that New World Systems has provided a separate quote to upgrade the Records and Jail software to a windows platform contemporaneous with an upgrade to the NWS CAD Windows Software at a substantial cost savings to the County. Certainly
a quote could be obtained from OSSI for the same service. However, I am unsure of their ability to migrate existing data from the AS/400 computer.

While I make no claims on which software provider has the better product, I would suggest the Authority Board hold off making a decision on a CAD vendor until such time that the costs of a Records and Jail upgrade could be obtained from both vendors and that the overall benefits of integration have on future operations be considered.

I would also request that this letter be placed on file as part of the official minutes of this meeting.

Thank you for your consideration on this matter.
February 9, 2009

Mr. Ron Retzlaff
Chairman
Montcalm Country Central
Dispatch Authority Board
211 W. Main Street
Stanton, MI 48888

Dear Mr. Retzlaff:

Montcalm County and New World Systems have been partners since 1992. New World has provided the County with its Public Safety software, services and support since that time, and we very much appreciate and value our long partnership.

Our compliments to the Technical Advisory Committee for the time and efforts spent in research to procure your next generation CAD and Mobile solution. We ask that you look at this from the overall perspective in addition to the end user perspective provided by the committee. We are appealing that you defer the decision. Our understanding is that the New World solution was heavily favored until recent site visits, specifically a visit to Berrien County, one of our long-term Customers who have been delighted with the New World solution and continue to remain a positive partner with New World Systems. Your team observed a brief lock-up of a CAD workstation during the site visit. New World is currently researching this issue with the Customer. It is important to note that the Customer has not reported this issue to our Call-Center as they believe there could be an internal networking configuration which caused this issue and that it was not a software issue. It is also important to note that with the hundreds of implementations across the country, this issue has not been reported by any other Customer. Our technical support team is researching this issue with the Customer and we believe an answer as to the exact cause will be identified in the near term.

Pending our review, we would ask that you defer eliminating New World Systems until we can report the cause of the issue. It would be a travesty, with the current economic conditions in our State, that Montcalm County would not spend tax dollars with a Michigan based company who will, and has for over 16 years, provided Montcalm County with a partnership and world-class solution to meet their current and future needs. Based on the Governors State of the State address just last week, she said that, “We will require other units of government in Michigan – our cities and townships, our counties and school districts, our colleges and universities – to adopt their own Buy Michigan First policies. We all benefit when we spend our dollars with Michigan companies”. Note also, New World Systems has offered to provide on-site support to assist in the installation of updates and new releases. This is part of the solution, as a Michigan based company, we are proud to provide Montcalm County.

In closing, as your long term partner, we thank the County, the Dispatch Authority, and specifically the Technical Advisory Committee for its consideration of New World Systems, and request a deferral on your decision. We offer an option to review the solution with additional site visits and references, which we believe will provide you a clear picture as to why your current partner, a Michigan business, is the right choice for your next generation solution.

Best Regards,

Mike Aloe
Director of Customer Care
New World Systems

cc: George Bosanic
    Cal Callison
    Roger Caris

Patrick Richard
Bill Barnwell
Mike Stuck

Phyllis Shilling
Pat Carr
Jeff Troyer