DUPAGE COUNTY, IL

CAD AND PRMS
RFP DEVELOPMENT PROJECT

ETSB MEETING

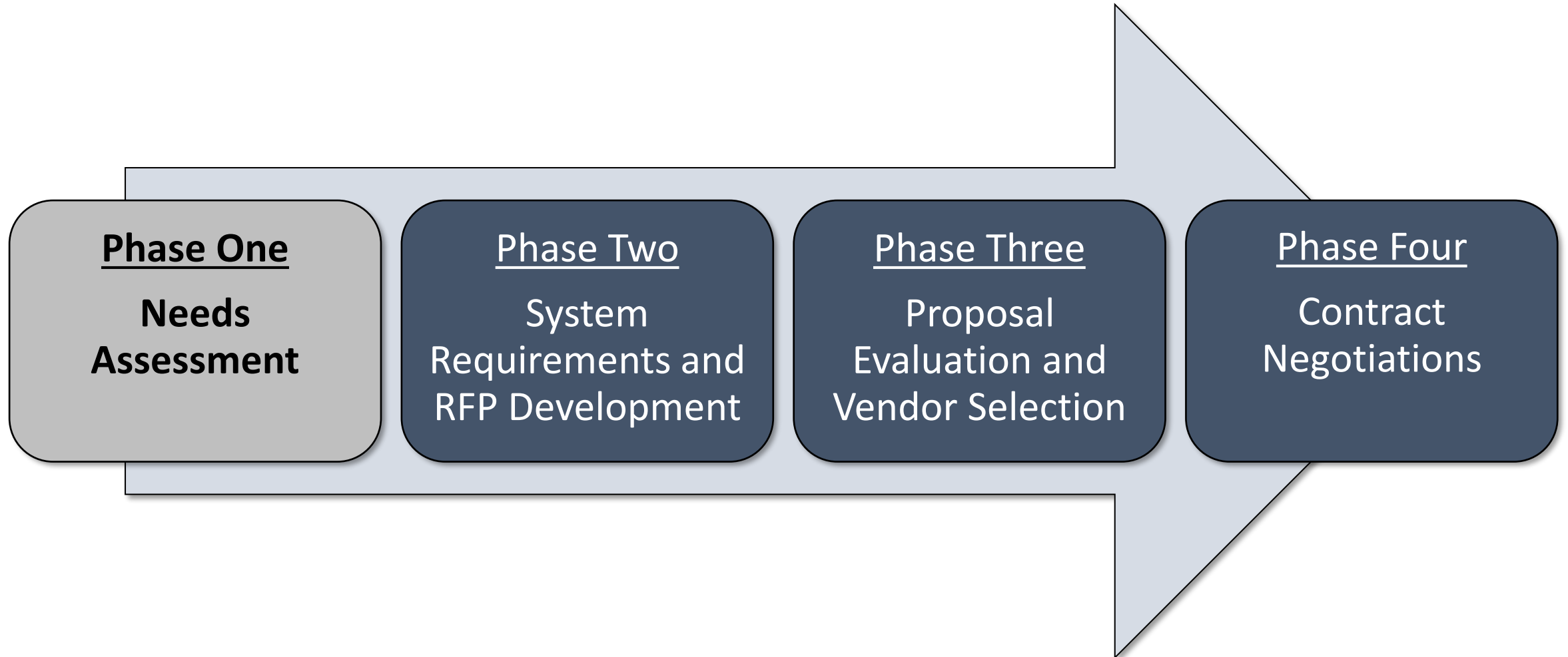APRIL 2025

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PROJECT REVIEW

Phase One

Needs Assessment

Phase Two

System Requirements and RFP Development

Phase Three

Proposal Evaluation and Vendor Selection

Phase Four

Contract Negotiations

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NEEDS ASSESSMENT METHODOLOGY AND GOALS

- ❑ Goal of Needs Assessment
  - ■ Conduct outreach to users across the County
    - ○ CAD, Mobile, RMS, and FBR
    - ○ All levels of organizations – line level to executive management
  - ■ Gain input to determine appropriate course of action for remainder of project
    - ○ What do we want?
    - ○ How do we get there?
  - ■ Identify a Project Steering Committee (separate PSCs for RMS and CAD)
    - ○ Provide guidance on key decisions over course of the project

- ❑ Methodology
  - ■ Review of past procurement and implementation documentation
  - ■ 1-on-1 interviews
  - ■ Focus groups
  - ■ On-site observations

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CURRENT STATUS OF PROJECT

❑ All initial data gathering interviews are complete

  ◼ DELTAWRX has an "open-door" policy – should additional stakeholders care to participate, they are always welcome

  ◼ Additional phases will look to continue and increase the level of end-user involvement

❑ Presentation outlining key findings and strategies to move forward is ready to be delivered – pending scheduling

  ◼ Will likely involve multiple formal and/or ad hoc committees both across the Communications and Records spaces

  ◼ Intend to deliver a version of that presentation to this group (if desired) following delivery of presentations to those aforementioned groups

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KEY FINDINGS: CAD

❑ Current Environment

■ System is functional with no major shortcomings necessitating a system replacement. There are areas in which the system could be improved, but not all attributable to the application itself:
- ❍ Mobile Hardware and Application Installation
- ❍ Configuration
- ❍ Policy

■ Varying degrees of end-user satisfaction – general consistency regarding satisfaction at each PSAP amongst end-users

■ Primary driver from end-user stakeholders is the opportunity to explore the marketplace – but significant apprehension with undertaking such a large project
- ❍ Implementation (Configuration, Response Plan Building, Training)
- ❍ Interfaces
- ❍ Cost

❑ Future Needs – should an RFP be pursued

■ Best of Breed > Single Provider
- ❍ Separation of CAD and RMS

■ Vendor personnel and customer support are just as important (if not more) than actual software
- ❍ Personnel that are knowledgeable about the procured solution and understanding unique needs of stakeholders
- ❍ Refresher training provided by vendor

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NEXT STEPS

- ❑ Identify all key committees and groups for next presentation

- ❑ Deliver presentation and garner feedback from those attendees

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QUESTIONS?

Michael Galvin
mgalvin@deltawrx.com

Brian Hudson
bhudson@deltawrx.com

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