

DUPAGE COUNTY, IL

CAD AND PRMS RFP DEVELOPMENT PROJECT

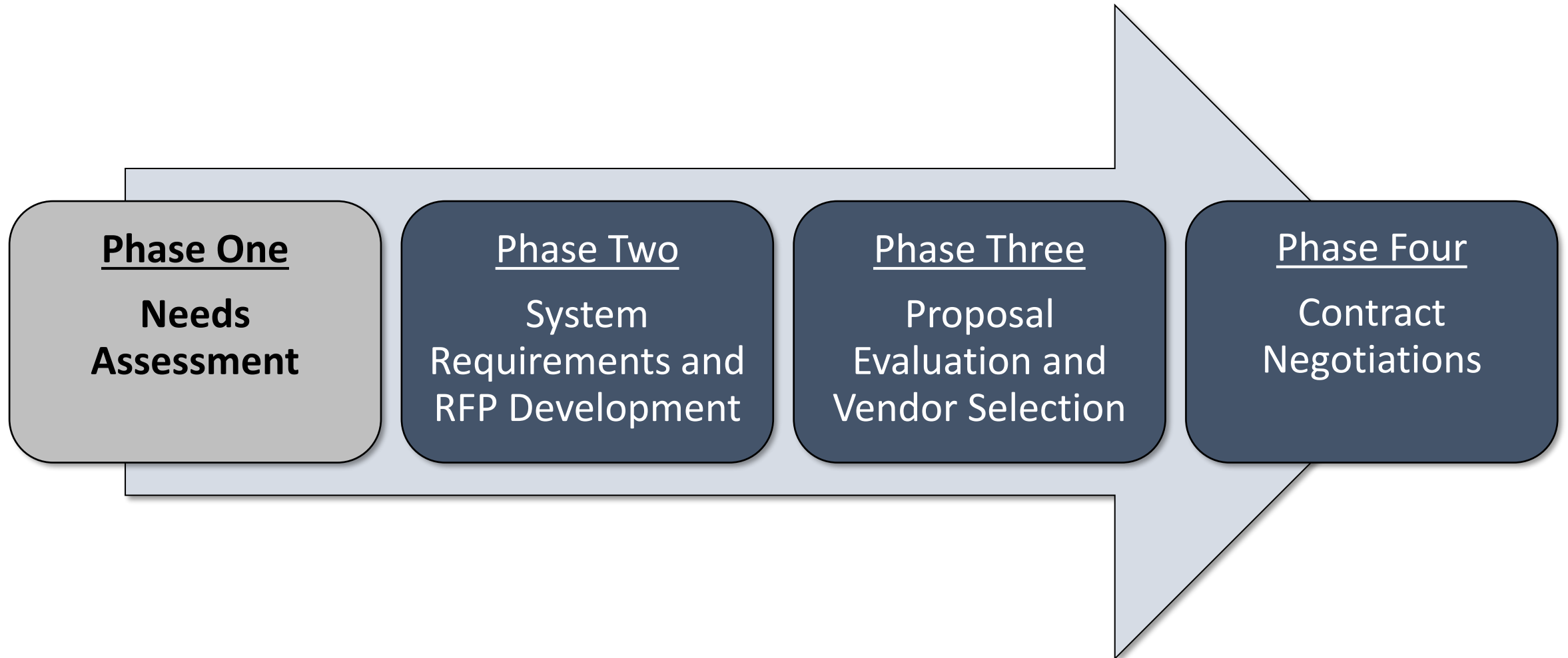
ETSB MEETING

APRIL 2025



DELTAWRX
management consultants

PROJECT REVIEW



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

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

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

NEXT STEPS

- ☐ Identify all key committees and groups for next presentation
- ☐ Deliver presentation and garner feedback from those attendees



QUESTIONS?

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