



Office of Emergency Management (OEM)
Milwaukee County
Director, Christine Westrich

DATE: September 18, 2017

TO: Theodore Lipscomb, Sr., Chairman, Milwaukee County Board of Supervisors

FROM: Christine Westrich, Director, Office of Emergency Management

SUBJ: Report from the Director, Office of Emergency Management (OEM), Requesting Authorization to Execute a Four-Year Contract with Word Systems, Inc. for the Continued Service of Digital Voice Recordings of the 9-1-1 Communications Center for the Period of January 1, 2018 through December 31, 2021

Issue:

The Office of the Corporation Counsel opinion of March 3, 2017, regarding procurement services contracts under Chapter 32 of the Milwaukee County Ordinances, requires full County Board approval on multi-year budget contracts.

Background:

Word System, Inc. has been the contractual provider of a proprietary digital voice recording system known as NICE Inform for 9-1-1 Communications for six years. OEM executed a one year Phase 1 agreement with Word Systems, Inc. on December 20, 2016 to replace end-of-life hardware and to enhance disaster recovery survivability through redundancy.

The digital voice recording system provided by Word Systems, Inc. supports life-saving actions in the 9-1-1 and EMS operations center, to include recordings of 9-1-1 emergency calls and 9-1-1 dispatcher-assisted CPR calls; radio transmissions with MCSO Deputies, District Attorney Investigators, countywide paramedics, and, physicians from the Medical College of Wisconsin.

The Phase 1 total cost of \$40,665 to fund this support is included in the 2017 IT Spend budget. The Phase 2 annual cost of \$44,405 is included in the 2018-2021 IT Spend budget. The total value of the proposed Phase 2 extension will not exceed \$177,620 over four years.

Recommendation:

It is recommended to authorize the Director of OEM to execute a Phase 2 four-year contract with Word Systems, Inc. for the period of January 1, 2018 through December 31, 2021 in order to ensure continuity of service for digital voice recordings of the 9-1-1 Communications Center for a yearly not-to-exceed value of \$44,405 and a total contract value of \$177,620.

Fiscal Impact:

A Fiscal Note is attached.



Christine Westrich, Director
Office of Emergency Management (OEM)

- Cc: Chris Abele, County Executive
Supervisor Peggy A. West, Chair, Committee on Finance and Audit
Supervisor Sheldon Wasserman, Vice-Chair, Committee on Finance and Audit
Finance and Audit Committee Members
Raisa Koltun, Chief of Staff, County Executive's Office
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Steven Kreklow, Fiscal and Budget Administrator
Steve Cady, Research & Policy Director
Sue Robinson, Interim OEM 9-1-1 Communications Center Manager
Josh Scott, Fiscal and Management Analyst, DAS-Fiscal Affairs
Janelle Jensen, Senior Committee Coordinator, Finance and Audit Committee