



# **REPORT TO THE BUSINESS ADMINISTRATION COMMITTEE**

## **RECOMMENDATION TO AWARD A SOLE SOURCE CONTRACT FOR SYSTEM UPGRADES AND SUPPORT SERVICES FOR THE PUBLIC SAFETY COMMUNICATIONS CENTER (PSCC)**

**MAY 2017**



**METROPOLITAN  
WASHINGTON  
AIRPORTS AUTHORITY**



# Purpose

Staff requests the Business Administration Committee approve and recommend to the Board of Directors that the Airports Authority enter into a sole source contract with Hexagon Safety and Infrastructure of Madison, Alabama to upgrade the computer-aided dispatch (CAD) system and to renew Hexagon software licensing and general support services.

The proposed contract term will consist of a base year and three one-year option periods.



# Background

- The Airports Authority’s Office of Public Safety operates a 911/Public Safety Communications Center for emergency response management.
- This requires that the Airports Authority have a current computer-aided dispatch system.
- The CAD system serves as the hub of the communications center, supporting the Airports Authority’s incident management and providing an interoperable platform for sharing information throughout the Airports Authority and with its public safety mutual aid partners in the National Capital Regional (NCR).



## Background (continued)

- Since 2008, the Airports Authority has utilized the Hexagon Safety & Infrastructure (Hexagon) Intergraph software in support of its CAD system.
- Intergraph software is proprietary to Hexagon Safety and Infrastructure, which is the sole provider for software support, enhancements, interfaces into the system and other services related directly to its products.
- The Airports Authority currently has several contracts with Hexagon to provide for software upgrades, enhancements, licensing and technical support of its CAD system.
- The Airports Authority currently requires license renewal and system upgrades and enhancements, including service to extend functionality to allow for greater data exchange between the CAD system managed by different jurisdictions in the NCR.



# Discussion

- The proposed contract would be awarded as a sole source contract, permitted, with proper justification, under Contracting Manual Section 1.4.1(3)(c) Proprietary Equipment and Software.
- As required by Section 2.9.3 of the Contracting Manual, notice of this intended sole source award was published on the Airports Authority's website for the required time period, and no statements of capabilities were submitted.



# Recommendation

Staff requests the Business Administration Committee approve and recommend that the Board of Directors approve the award of a sole source contract to Hexagon Safety and Infrastructure of Madison, Alabama to upgrade the computer-aided dispatch system and renew Hexagon software licensing and general support services.

The contract term will consist of a base year and three one-year option periods and is estimated to cost \$963,000.



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## Proposed Resolution

### Authorizing the Award of a Sole Source Contract for System Upgrades and Support Services for the Public Safety Communications Center

WHEREAS, The Airports Authority's Office of Public Safety operates a 911/Public Safety Communications Center for emergency response management, which requires a computer-aided dispatch (CAD) system;

WHEREAS, The CAD system serves as the hub of the Airports Authority's 911/Public Safety Communications Center, supporting its incident management activities and providing an operable platform for sharing information throughout the Airports Authority and with its public safety mutual aid partners in the National Capital Region (NCR);

WHEREAS, Since 2008, the Airports Authority has utilized the Hexagon Safety & Infrastructure (Hexagon) Intergraph software in support of the CAD system, and it has done so pursuant to a license from Hexagon;

WHEREAS, Intergraph software is the proprietary property of Hexagon and Hexagon is the sole provider of support, upgrades, enhancement, and other technical services related to the Intergraph software and to the CAD system pursuant to various contracts;

WHEREAS, The Airports Authority currently requires renewal of this license and the provision of system upgrades, enhancements and support services which can only be provided by Hexagon;

WHEREAS, The proposed contract is for one base year and three one-year option periods for an estimated total cost of \$930,000; and

WHEREAS, As required by the Airports Authority's Contracting Manual, notice of this sole source contract award has been published on the Airports Authority's website for the required time period and no firm offered a capability statement for the required work; now, therefore, be it

RESOLVED, That the President and Chief Executive Officer is authorized to enter into a sole source contract with Hexagon Safety and Infrastructure to upgrade the computer-aided dispatch system and renew the Hexagon software li-



censing and general support services, consistent with the terms presented to the Business Administration Committee at its May 17, 2017 meeting.

*For Consideration by the Business Administration Committee and  
Board of Directors on May 17, 2017*

NOTE: Recorded vote is required.

## **REPORT TO THE BUSINESS ADMINISTRATION COMMITTEE**

### **RECOMMENDATION TO AWARD A SOLE SOURCE CONTRACT FOR SYSTEM UPGRADES AND SUPPORT SERVICES FOR THE PUBLIC SAFETY COMMUNICATIONS CENTER (PSCC)**

**MAY 2017**

#### **ACTION REQUESTED**

Staff requests the Business Administration Committee approve and recommend to the Board of Directors that the Airports Authority enter into a sole source contract with Hexagon Safety and Infrastructure of Madison, Alabama to upgrade the computer-aided dispatch (CAD) system in the Public Safety 911/Communications Center (PSCC) and renew Hexagon software licensing and general support services. The proposed contract term will consist of a base year and three one-year option periods.

#### **BACKGROUND**

The Airports Authority's Public Safety 911/Communications Center (PSCC) is the nerve center for emergency communications. The center supports the Airports Authority's Police and Fire response for Ronald Reagan Washington National Airport, Washington Dulles International Airport and the Dulles Toll Road as the first point-of-contact to the public when emergency assistance is required, including the dispatch of police, fire, and emergency medical support. All emergency calls go to the PSCC, where technicians dispatch the appropriate resources in response to calls for assistance and monitor the location of emergency services personnel from both Airports.

The Airports Authority's Office of Public Safety is committed to maintaining a high level of consistent, quality services in order to protect passengers and employees from terrorism, fire, medical emergency, and exposure to other hazards. To achieve this goal, the Airports Authority must have the proper technology to prioritize and respond to incoming calls and transform data from video, alarms, and access control systems into actionable information for emergency dispatchers. This requires that the Airports Authority must have a current and patched computer-aided dispatch (CAD) system.

Since 2008, the Airports Authority has utilized the Hexagon Safety & Infrastructure (Hexagon) Intergraph software for its CAD system. The CAD system serves as the hub of the communications center, supporting the Airports Authority's incident management and providing an interoperable platform for sharing information. Using Hexagon's integrated solutions enables critical information sharing, reduces overall response times, and improves safety and security at the Airports.

The Airports Authority currently has several contracts with Hexagon to provide for software upgrades, enhancements, licensing and technical support of its CAD systems.

## **DISCUSSION**

Intergraph software is proprietary to Hexagon Safety and Infrastructure, which is the sole provider for software support, enhancements, interfaces into the system and other services related directly to their products.

The Intergraph systems are fully integrated into the Airports Authority's Public Safety Department (PSD) network and are compatible with other PSD systems. To replace these systems would require extensive evaluation and testing of a new system for compatibility with existing systems and re-training of staff.

The PSD systems require occasional upgrades, patching and enhancements that require the procurement of services. Renewal of licensing and maintenance support is also required. The Airports Authority currently requires license renewal and upgrades and enhancements.

The anticipated total cost is approximately \$963,000 over the proposed four-year contract term.

The proposed contract would be awarded as a sole source contract, permitted, with proper justification, under Contracting Manual Section 1.4.1(3)(c) Proprietary Equipment and Software. As required by Section 2.9.3 of the Contracting Manual, notice of this intended sole source award was published on the Airports Authority's website for the required time period, and no statements of capabilities were submitted.

## **RECOMMENDATION**

Staff requests the Business Administration Committee approve and recommend that the Board of Directors approve the award of a sole source contract to Hexagon Safety and Infrastructure of Madison, Alabama to upgrade the computer-aided dispatch (CAD) system and renew Hexagon software licensing and general support services.

The contract term will consist of a base year and three one-year option periods and is estimated to cost \$963,000.

Prepared by:

Office of Technology and  
Office of Public Safety  
May 2017