

**INDIAN RIVER COUNTY, FLORIDA**  
**MEMORANDUM**

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**TO:** Honorable Board of County Commissioners

**THROUGH:** Jason E. Brown, County Administrator

**THROUGH:** Tad Stone, Director  
Department of Emergency Services

**FROM:** Maria Resto, Emergency Services Manager  
Department of Emergency Services

**DATE:** November 27, 2018

**SUBJECT:** AK Associates Contract for 911 Call Taking Equipment

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It is respectfully requested that the information contained herein be given formal consideration by the Board of County Commissioners at the next scheduled meeting.

**DESCRIPTION AND CONDITIONS:**

Since the completion of the E911 Call Taking Equipment upgrade in 2011, AK Associates, the factory certified regional service partner, has provided basic maintenance for the system. This includes basic repair work for the main controller and servers at the Emergency Operation Center, Sheriff's Office, City of Vero Beach Police Department and City of Sebastian Police Department.

To comply with new mandatory technological upgrades and to improve quality of services the 911 Division is working on various projects, including the implementation of Text-to-911, wireless location quality improvement and the implementation of next generation core services infrastructure. The estimate for future labor and training costs associated with these projects totals \$89,900 and it is not covered under AK Associates basic maintenance services.

The proposed Elite Premier Maintenance Contract includes free labor costs for expansion, moving of equipment and installation of upgrades for the 911 system. Additionally, the contract includes maintenance of all 911 Equipment, including mapping, recorders, selective routers, and ALI databases. It should be noted that this is a maintenance contract only, and therefore will not cover the costs of software or hardware upgrades from associated vendors. Training for primary and secondary Public Safety Answering Points may be requested throughout the life of the contract at no additional cost. The contract will also include an onsite technician twice a week performing preventive maintenance for all 911-associated equipment. Preventive maintenance allows the 911-service provider to find and repair issues before the system actually has an issue that results in lost calls. It should be noted that the County currently has no onsite technician and

response time for major outages is within two hours. AK Associates effectively streamlines vendor relations by becoming the sole coordinator responsible for customer support; thereby reducing delays for repairs or installations.

**FUNDING:**

Funding for the proposed contract in the amount of \$89,900, is budgeted and available in the 911 Surcharge Fund/Communication Center/Maintenance-Other Equipment (Account Number 12013325-034690).

**RECOMMENDATION:**

Staff recommends the Board waive the requirements for bids, and approve AK Associates Elite Premier Contract for maintenance of 911 Call Taking Equipment.

**ATTACHMENTS:**

1. Purchase, Installation and Maintenance Service Contract between Indian River County and AK Associates
2. Text-to-911 Quote from AK Associates
3. Geo Diverse Guardian with Hardware Refresh Quote from AK Associates
4. AK Associates Sole Source Letter