

**INDIAN RIVER COUNTY, FLORIDA  
M E M O R A N D U M**

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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

**DATE:** September 10, 2018

**SUBJECT:** Approval for Renewal of E911 Recording Equipment and Software Maintenance Contract

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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, HigherGround Inc. has provided daily remote software and hardware support and maintenance for the recording system.

On November 7, 2017, the Board designated HigherGround as the County’s Sole Source Provider for the E911 Recording Equipment and Software. Indian River County has four (4) E911 Dispatch Center recording sites. The sites are located at the Emergency Operations Center, Sheriff’s Office, Sebastian Police Department and Vero Beach Police Department and they use proprietary HigherGround software.

The proposed agreement guarantees 24/7 monitoring of all recording devices and immediate notification of any equipment or network failures. HigherGround is responsible for monitoring over 300 software and hardware alarm items to detect problems with outages, phone networks, hardware and/or software. Using software remote access HigherGround responds to any alarms received and perform routing software maintenance, scheduled software updates and perform emergency software maintenance or repairs.

**FUNDING:**

Funding for the E911 Recording Equipment Maintenance is a budgeted expenditure and is available in the 911 Surcharge Fund/Maintenance-Other Equipment account.

| Item   | Account Number  | Agreement Amount |
|--|-----------------|------------------|
| E911 Recording Equipment & Software Maintenance Contract | 12013325-034690 | \$37,138.63      |

**RECOMMENDATION:**

Staff recommends the Board approve the E911 Recording Equipment and Software Maintenance Agreement with HigherGround Inc.

**ATTACHMENTS:**

1. FY 2018-2019 Maintenance Quote Summary
2. FY 2018-2019 HigherGround Inc. Maintenance Agreement