

**INDIAN RIVER COUNTY  
OFFICE OF MANAGEMENT AND BUDGET  
PROCUREMENT DIVISION**

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**DATE:** March 12, 2025

**TO:** BOARD OF COUNTY COMMISSIONERS

**THROUGH:** John A. Titkanich, Jr., County Administrator  
Kristin Daniels, Budget Director

**FROM:** Jennifer Hyde, Procurement Manager

**SUBJECT:** Approval of Agreement for 911 Recording System Maintenance

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**BACKGROUND:**

The Emergency Services District operates the County-wide 911 call taking network and systems, located at the Indian River County Sheriff's Office, City of Sebastian, City of Vero Beach and at the Emergency Operations Center (EOC). A vital component of this system is the recording of the calls.

**DISCUSSION:**

The term of the current maintenance program expired on March 1, 2025. Staff would like to enter into a maintenance agreement for the recording system software maintenance with Quality Recording Solutions, LLC. The annual cost of this platform is \$27,350, which will continue annually for five (5) years. The total cost over the life of this agreement is \$136,750.

**FUNDING:**

Funding for the first year, in the amount of \$27,350, will be made available in the 911 Surcharge/Communications Center/Other Contractual Services account, number 12013325-033490, via budget amendment.

<b>Account Number</b>	<b>Account Description</b>	<b>Total</b>
12013325-033490	911 Surcharge/Communications Center/Other Contractual Services	\$27,350

**RECOMMENDATION:**

Staff recommends the Board approve the Maintenance Services Agreement with Quality Recording Solutions, LLC and authorize the Chairman to sign it, after review and approval by the County Attorney as to form and legal sufficiency.

**Attachment:**

QRC MSA