

INDIAN RIVER COUNTY, FLORIDA
MEMORANDUM

TO: Honorable Board of County Commissioners

THROUGH: Jason E. Brown, County Administrator

THROUGH: John King, Director
Department of Emergency Services

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

DATE: September 26, 2017

SUBJECT: Request for Sole Source to HigherGround Inc. for Maintenance of E911 Call Taking Equipment

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.

Indian River County has four (4) E911 Dispatch Center recording sites. These sites are located at the Emergency Operations Center, Indian River County Sheriff's Department, Sebastian Police Department and Vero Beach Police Department and they use proprietary HigherGround software. This agreement guarantees 24/7 monitoring of all recording devices and immediate notification of any equipment or network failures. HigherGround Inc. 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 Inc. responds to any alarms received and perform routing software maintenance, scheduled software updates and perform emergency software maintenance or repairs. In addition, voice support with access to certified technicians for troubleshooting and consultation on all systems will be provided

At this time, there are no other service agencies in Florida authorized or certified by HigherGround Inc. to perform such maintenance or installation of additional parts on any HigherGround recording systems.

FUNDING:

Funding is budgeted and available in the 911 Surcharge Fund / Communication Center / Maintenance-Other Equipment account.

Account Number	Agreement Amount
12013325-034690	\$37,138.63

RECOMMENDATION:

Staff Recommends the Board execute HigherGround Standard Maintenance Agreement and approve HigherGround Inc. as a Sole Source provider for maintenance of E911 Call Taking Recording System.

ATTACHMENTS:

1. Two (2) Original Copies of Standard Maintenance Agreement for Execution
2. FY 2017-2018 Maintenance Cost Summary
3. HigherGround Sole Source Letter