

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:** John A. Titkanich, Jr., County Administrator

**THROUGH:** David Johnson, Director  
Department of Emergency Services

**FROM:** Karen Rackard, Interim 911 Coordinator  
Department of Emergency Services

**DATE:** March 29, 2023

**SUBJECT:** Approval of Text to 911 Contract with INdigital

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**BACKGROUND:**

In July of 2014, the State E911 Board voted unanimously to support the deployment of Text to 911 in the state and encouraged every county to begin planning and implementation. On December 5, 2017, the Board of County Commissioners approved upgrades to the County's E911 System, including the necessary infrastructure, to receive Text to 911 services, and approved AK Associates as the sole source vendor for those services. On November 12, 2019, the Board of County Commissioners approved the quote from AK Associates to complete the deployment, utilizing INdigital's platform.

**DESCRIPTION:**

In 2022, AK Associates requested the renewal of the Text to 911 services, be purchased directly from the service provider, INdigital. The County requested and received a quote from INdigital, which matches the costs for the services in the 2019 quote obtained by AK Associates. There will be no interruption of service with this change, the only change will be the company the service is billed through.

**FUNDING:**

Funding for the Text to 911 project is a budgeted expense and will be derived from the 911 Surcharge/Communications Center/Computer Software, account number 12013325-035120, in the amount of \$20,659.34.

Account Name	Account Number	Amount
911 Surcharge/Communications Center/Computer Software	12013325-035120	\$20,659.34

**RECOMMENDATION:**

Staff recommends the Board approve the INdigital Agreement and authorize the Chairman to execute the agreement

**ATTACHMENTS:**

1. INdigital Agreement
2. Quote