

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:** John King, Director of Emergency Services

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

**DATE:** November 21, 2017

**SUBJECT:** Request for Sole Source Request to AK Associates for Upgrades to the County's E911 System and Text to 911 Integration

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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:**

The Indian River County's E911 system consists of one (1) primary and three (3) secondary Public Safety Answering Points (PSAPs). The Sheriff's Office PSAP provides primary call-taking and law enforcement and fire rescue dispatch services to the Town of Indian River Shores, the Town of Orchid, the City of Fellsmere, and all unincorporated areas of Indian River County. This PSAP receives approximately 175,990 calls annually. Additionally, they also receive call transfer 911 emergencies from the PSAPs located within the City of Vero Beach Police Department and the City of Sebastian Police Department for Fire Rescue services.

On October 18, 2011, the Board approved staff's recommendation to replace the E911 call-taking equipment at the Indian River County Sheriff's Office Public Safety Answering Point (PSAP). Subsequently, on December 20, 2011 the Board approved replacement of E911 call-taking equipment at the three remaining PSAP locations. The Solacom E911 call-taking equipment is now at end-of-life and the servers are no longer supported by the manufacturer.

AK Associates is the only Solacom vendor with factory trained and certified personnel in the state of Florida. The company's proposal for a hardware upgrade to the County's E911 system includes a geo-diverse architecture combining individual systems at each of the four PSAP locations and text to 911 capabilities. It should be noted that proposed State legislation (HB 729) would require counties to have a system to receive 911 text messages by January 1, 2021.

**FUNDING:**

Funding for the E911 call-taking equipment upgrade and text to 911 project will come from the FY2017-2018 Communication Center budget and 911 fund balance. \$212,456.00 was budgeted-but a budget amendment will be to be processed from cash forward for the remaining \$319,430.00.

<b>ITEM</b>	<b>Amount</b>	<b>Account Number</b>
Geo Diverse Guardian w/hardware Refresh	\$512,282.54	12013325-066470
Text to 911 and Text from 911	\$19,604.04	12013325-066470

**RECOMMENDATION:**

Staff recommends the Board waive the requirement for bids and declare AK Associates as the Sole Source Provider for the E911 Hardware Upgrade and Text to 911 project. Staff also recommends the Board authorize the Purchasing Division to issue Purchase Orders to AK Associates for the upgrade, maintenance and any other periodic upgrades approved by the Budget Office.

**ATTACHMENTS:**

1. Solacom Sole Source Letter
2. Geo Diverse Guardian Quote
3. Text to 911 Quote
4. General Statement of Work- Service Agreement