

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 of Emergency Services

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

**DATE:** November 7, 2023

**SUBJECT:** E911 CPE Hardware Refresh Work Authorization, AK Associates One-Year Maintenance Agreement, Sole Source Designation, and Application for 911 State Grant Program

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**BACKGROUND:**

In 2011, the Board authorized the replacement of the E911 call taking equipment at all four Public Safety Answering Points (PSAPs), located at the Sheriff's Office, City of Sebastian, City of Vero Beach, and at the Emergency Operations Center (EOC). On December 5, 2017, the Board declared AK Associates ("AK") as the Sole Source provider for E911 Hardware upgrades. This designation has since expired.

AK remains the only vendor with personnel trained to maintain the Solacom equipment at the PSAPs, and an update, or "refresh" to the Customer Premise Equipment (CPE) equipment associated with the equipment is required.

**DESCRIPTION:**

The Solacom equipment has been at end of life, and the necessary refresh will enable the County to continue with this system through November of 2027. AK has provided a quote, in the amount of \$731,852.57 for this refresh.

The Board approved a five-year maintenance agreement with AK Associates on December 11, 2018, which will expire on December 10, 2023. This Elite Premier Maintenance Contract includes free labor costs for expansion, moving of equipment and installation of upgrades for the 911 system. Additionally, the contract includes maintenance of all 911 Equipment, including mapping, recorders, selective routers, and ALI databases. In addition to the hardware refresh, Staff would like to enter an agreement with AK for maintenance for a single year, with an annual cost of \$93,900.

Additionally, Staff is seeking Board approval to apply for the Florida 9-1-1 State Grant Program to cover the cost of the refresh. The Florida 9-1-1 State Grant Program will fund the entire project, should Indian River County receive an allocation from the 9-1-1 Board. The Chairman must sign the grant application before submittal to the 9-1-1 Board.

Finally, Staff would like to request the Board designate AK Associates as the sole source provider for any additional E911 CPE hardware and software service and parts. In accordance with prior Board direction, this designation would be valid for a three-year period.

**FUNDING:**

The E911 CPE Hardware Refresh Work Authorization has \$700,000 budgeted in the 911 Surcharge Fund/Communication Center/EDP Equipment account, number 12013325-066470. The additional \$31,852.57, for a project total of \$731,852.57, will be funded with a budget amendment from Cash Forward.

<b>Account Description</b>	<b>Account Number</b>	<b>Amount</b>
911 Surcharge Fund/Communication Center/EDP Equipment	12013325-066470	\$731,852.57

The annual maintenance, in the amount of \$93,900, is budgeted and available in the 911 Surcharge Fund/Communication Center/Maintenance – Other Equipment account, number 12013325-034690.

<b>Account Description</b>	<b>Account Number</b>	<b>Amount</b>
911 Surcharge Fund/Communication Center/ Maintenance – Other Equipment	12013325-034690	\$93,900

**RECOMMENDATION:**

Staff recommends the Board declare AK Associates as the sole source provider for E911 CPE system service and parts, approve the quotes for the Solacom hardware refresh and the CPE hardware maintenance, authorize the 911 Emergency Communications Coordinator to sign the quotes, authorize the Purchasing Division to issue purchase orders, as necessary.

Staff also recommends the Board approve the Application for E9-1-1 State Grant Program for the CPE Upgrade, and authorize the Chairman to execute and authorize the Director of Emergency Services to sign any documents necessary with the Florida E9-1-1 State Grant to execute the work, after review and approval by the County attorney as to form a legal sufficiency.

**ATTACHMENTS:**

1. Solacom Sole Source Memo
2. AK Associates Budgetary Quote for Solacom HW Refresh
3. AK Maintenance – 1 Year Elite Premier Maintenance Quote
4. Application for the 911 Grant Program