



Pinellas County

Staff Report

Approved by the Purchasing Director on 12/11/2024

File #: 24-1205D, **Version:** 1

Agenda Date: 12/25/2030

Subject:

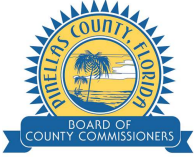
Seventh Amendment the agreement with Carousel Industries of North America, LLC for Maintenance and Repair Services of 911 Equipment

Recommended Action:

Approval and execution by the Purchasing Director of the Seventh Amendment to the agreement with Carousel Industries of North America, LLC for Maintenance and Repair Services of 911 Equipment

- This Seventh Amendment is for a time only extension and adds an additional thirty days to the contract allowing SES to continue managed services and allow for the refresh of hardware and software technology for the 9-1-1 phone system.
- An eighth amendment is routing for final execution by the Board of County Commissioners for a 12-month extension, additional scope, and funds for continued services.
- There is no fiscal impact associated with this amendment.

Contract No. 156-0302-M; there is no fiscal impact with the Seventh Amendment



Pinellas County

Staff Report

Approved by the Director of Purchasing 07/25/2024

File #: 24-0675D, **Version:** 1

Agenda Date: 12/25/2030

Subject:

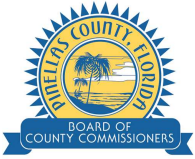
Sixth Amendment to acknowledge the corporate name change of Carousel Industries of North America Inc, to Carousel Industries of North America, LLC.

Recommended Action:

Approval and execution by the Director of Purchasing of the Sixth Amendment to the Agreement.

- This Sixth Amendment acknowledges the corporate name change of Carousel Industries of North America Inc, to Carousel Industries of North America, LLC.
- There is one (1) active contract with this firm (156-0302-M) providing maintenance and repair of 9-1-1 equipment.
- Carousel was acquired by NWN Corporation in 2021. Instead of merging them all together causing tax and contractual implications, they changed Carousel Industries of North America, Inc. to Carousel Industries of North America, LLC and kept it as a wholly owned subsidiary.
- The acknowledgement of the corporate name change is necessary to provide an accurate audit trail for future purchases and to avoid payment delays.
- There is no fiscal impact associated with this amendment.

Contract No. 156-0302-M; there is no fiscal impact with the Sixth Amendment.



Pinellas County

Staff Report

Approved by the County Administrator on 11/16/2023

File #: 23-0925D, **Version:** 1

Agenda Date: 12/31/2023

Subject:

Fifth Amendment to the Agreement with Carousel Industries of North America for maintenance and repair of 9-1-1 equipment.

Recommended Action:

Approval and execution by the County Administrator of the Fifth Amendment to the agreement with Carousel Industries of North America for maintenance and repair of 9-1-1 equipment.

- This Amendment provides a mechanism for the Department of Safety and Emergency Services (DSES) to continue to receive contract services for maintenance and repair of the VESTA 911 phone system.
- This Amendment extends the current contract and will exercise only twelve (12) months out of the twenty-four (24) month extension period through January 11, 2025, increasing the contract by \$770,597.70 for maintenance and repair with a revised total contract value of \$5,513,555.23.
- DSES is currently developing a new RFP for these services to be advertised in the 2024 calendar year.
- The County Administrator has authority to increase maintenance, repair, and operating (MRO) contracts not to exceed 50% of the original Board of County Commissioners (Board) award amount, per County Code 2-184(b). The total cumulative increases to date, including this Amendment, are \$1,285,525.82 which does not exceed 50% of original Board award amount.
- The First Amended and Restated Agreement was approved by the Board on January 12, 2021, in the amount of \$4,228,029.41. The Second Amendment was approved by the County Administrator on April 5, 2022, in the amount of \$116,226.00. The Third Amendment increased the contract in the amount of \$217,212.77 for a revised total contract value of \$4,561,468.18. The Fourth Amendment increase the contract by \$181,489.35 for a revised total contract values of \$4,742,957.53.
- Funding is derived from the Emergency Communication E911 System Funds and is included and consistent with the FY24 Adopted Budget.

Contract No. 156-0302-M(SCB); increase the contract in the amount of \$770,597.70; for a revised not-to-exceed amount of \$5,513,555.23 for 12-months; through January 11, 2025.

Strategic Plan:

Ensure Public Health, Safety, and Welfare

2.1 Provide planning, coordination, prevention, and protective services to ensure a safe and secure community.

Deliver First Class Services to the Public and Our Customers

- 5.2 Be responsible stewards of the public's resources
- 5.3 Ensure effective and efficient delivery of County services and support
- 5.4 Strive to exceed customer expectations

Summary:

This Amendment will extend the contract for the Safety and Emergency Services Department to receive continued contract maintenance and repair of the VESTA 911 phone system, which provides access to emergency services for all Pinellas County citizens while a new RFP is being developed and advertised.

Background/Explanation:

The First Amended and Restated Agreement was approved by the Board on January 12, 2021, in the amount of \$4,228,029.41. The Second Amendment was approved by the County Administrator on April 5, 2022, in the amount of \$116,226.00. The Third Amendment increased the contract in the amount of \$217,212.77 for a revised total contract value of \$4,561,468.18. The Fourth Amendment increased the contract by \$181,489.35 for a revised total contract values of \$4,742,957.53.

Fiscal Impact:

Current approved contract amount:	\$4,742,957.35
Fifth Amendment increase:	<u>\$ 770,597.70</u>
Total revised amount:	\$5,513,555.23

Funding is derived from the Emergency Communication E911 System Funds and is included and consistent with the FY24 Adopted Budget.

Delegated Authority:

Authority for the County Administrator to sign this Fourth Amendment is granted under Code Section 2-184(b).

Staff Member Responsible:

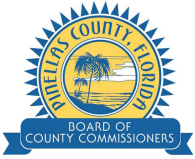
James Fogarty, Bureau Director, Safety and Emergency Services
Merry Celeste, Division Director of Purchasing and Risk Management
Joe Lauro, Director Administrative Services.

Partners:

N/A

Attachments:

Fifth Amendment



Pinellas County

Staff Report

Approved by the County Administrator on 8/17/2023

File #: 23-0451D, **Version:** 1

Agenda Date: 9/30/2023

Subject:

Fourth Amendment to the agreement with Carousel Industries of North America, Inc. for implementation, configuration, and support of nine new VESTA 9-1-1 call-taker consoles.

Recommended Action:

Approval and execution by the County Administrator of the Fourth Amendment to the agreement with Carousel Industries of North America, Inc. (Carousel) for implementation, configuration, and support of nine (9) new 9-1-1 call-taker consoles.

- This Fourth Amendment will provide for implementation, configuration, and support of nine (9) new 9-1-1 call-taker consoles, adding to the existing VESTA 9-1-1 solution in the amount of \$181,489.35.
- Funding for this Amendment is included in the FY23 Amended Budget as amended on August 15, 2023. This is now budgeted in the E911 Fund in the Safety and Emergency Services Department.
- This Agreement provides for the Department of Safety and Emergency Services to continue contract services and allow for the refresh of hardware and software technology for the 9-1-1 phone system with Carousel Industries of North America, Inc.
- This Amendment increases the contract by \$181,489.35 for a revised total contract value of \$4,742,957.53. The County Administrator has authority to increase maintenance, repair, and operating (MRO) contracts not to exceed 50% of the original Board of County Commissioners (Board) award amount, per County Code 2-184(b). The total cumulative increases to date, including this Amendment, are \$514,928.12, which does not exceed 50% of original Board award amount.
- The First Amended and Restated Agreement was approved by the Board on January 12, 2021, in the amount of \$4,228,029.41. The Second Amendment was approved by the County Administrator on April 5, 2022, in the amount of \$116,226.00. The Third Amendment increased the contract in the amount of \$217,212.77 for a revised total contract value of \$4,561,468.18.

Contract No. 156-0302-M increase in the amount of \$181,489.35 for a revised total not to exceed amount of \$4,742,957.53, through January 12, 2024.

Strategic Plan:

Ensure Public Health, Safety, and Welfare

2.1 Provide planning, coordination, prevention, and protective services to ensure a safe and secure community.

Delivery First Class Services to the Public and Our Customers

- 5.2 Be responsible stewards of the public's resources
- 5.3 Ensure effective and efficient delivery of County services and support
- 5.4 Strive to exceed customer expectations

Summary:

This Amendment will provide for implementation, configuration, and support of nine (9) new 9-1-1 call-taker consoles, adding to the existing VESTA 9-1-1 solution and increasing the contract by \$181,489.35 to a new total revised amount of \$4,742,957.53.

Background/Explanation:

The First Amended and Restated Agreement was approved by the Board on January 12, 2021, in the amount of \$4,228,029.41. The Second Amendment was approved by the County administrator on April 5, 2022, in the amount of \$116,226.00. The Third Amendment was approved by the County Administrator on January 31, 2023, in the amount of \$217,212.77.

Fiscal Impact:

Current approved contract amount:	\$4,561,468.18
Fourth Amendment increase:	\$ 181,489.35
Total revised amount:	\$4,742,957.53

Funding is derived from the Emergency Communication E911 System Funds

Delegated Authority:

Authority for the County Administrator to sign this Fourth Amendment is granted under Code Section 2-184(b).

Staff Member Responsible:

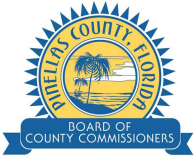
James Fogarty, Bureau Director, Safety and Emergency Services
Merry Celeste, Division Director of Purchasing and Risk Management
Joe Lauro, Director Administrative Services

Partners:

N/A

Attachments:

Fourth Amendment



Pinellas County

Staff Report

Approved by the County Administrator 01/31/2023

File #: 22-0895D, **Version:** 1

Agenda Date: 3/31/2023

Subject:

Third Amendment to the Agreement with Carousel Industries of North America for maintenance and repair of 9-1-1 equipment.

Recommended Action:

Approval and execution by the County Administrator of the Third Amendment to the Agreement with Carousel Industries of North America for maintenance and repair of 9-1-1 equipment.

- This Agreement provides for the Department of Safety and Emergency Services to continue contract services and allow for the refresh upgrade of hardware and software technology for the 9-1-1 phone system with Carousel Industries of North America, Inc.
- This Amendment will provide unspecified funds that will allow the department to address expenses not expressed in the scope of work for the duration of the contract without multiple contract amendments for comparatively small amounts. The 9-1-1 phone system is complex and occasionally requires expenses not specifically expressed in the contract scope of work.
- This Third Amendment increases the contract by 5% in the amount of \$217,212.77 for revised total contract value of \$4,561,468.18. The County Administrator has authority to increase maintenance, repair, and operating (MRO) contracts not-to-exceed 50% of the original Board of County Commissioners (Board) award amount, per County code 2-184(b). The total cumulative increases to date, including this amendment, are \$333,438.77, which does not exceed 50% of original Board award amount.
- The Second Amendment was approved by the County Administrator on April 5, 2022, in the amount of \$116,226.00. The First Amended and Restated agreement was approved by the Board on January 12, 2021, in the amount of \$4,228,029.41.

Contract No. 156-0302 M(RG) increase in the amount of amount of \$217,212.77 to \$4,561,468.18, through January 12, 2024.

Strategic Plan:

Ensure Public Health, Safety, and Welfare

2.1 Provide planning, coordination, prevention, and protective services to ensure a safe and secure community.

Deliver First Class Services to the Public and Our Customers

5.2 Be responsible stewards of the public's resources

5.3 Ensure effective and efficient delivery of County services and support

5.4 Strive to exceed customer expectations.

Summary:

This Amendment will provide unspecified funds that will allow the department the opportunity to address unexpected expenses for the rest of the contract without multiple contract amendments for comparatively small amounts. The 911 phone system is complex and occasionally requires expenses that do not meet the contract scope of work. In addition, it will increase the contract by \$217,212.77 to a new total revised amount of \$4,561,468.18.

Background/Explanation:

The Second Amendment was approved by the County Administrator on April 5, 2022, in the amount of \$116,226.00. The First Amended and Restated agreement was approved by the Board on January 12, 2021, in the amount of \$4,228,029.41.

Fiscal Impact:

Current approved contract amount:	\$4,344,255.41
Amendment No. 3 increase:	<u>\$ 217,212.77</u>
Total revised amount:	<u>\$4,561,468.18</u>

Funding is included in the FY23 Adopted Budget within the Emergency Communication E911 System Special Revenue Fund.

Delegated Authority:

Authority for the County Administrator to approve and execute this Amendment is granted under Code Section 2-184(b).

Staff Member Responsible:

Jim Fogarty, Director, Safety and Emergency Services
Merry Celeste, Division Director, Purchasing & Risk, Administrative Services
Joe Lauro, Director, Administrative Services.

Partners:

N/A

Attachments:

Third Amendment



Pinellas County

Staff Report

Approved by the County Administrator on 4/5/2022

File #: 22-0147D, **Version:** 1

Agenda Date: 6/30/2022

Subject:

Second Amendment to the Agreement with Carousel Industries of North America for maintenance and repair of the 9-1-1 equipment.

Recommended Action:

Approval and execution by the County Administrator of the Second Amendment to the Agreement with Carousel Industries of North America for maintenance and repair of the 9-1-1 equipment.

- This Agreement provides for the Department of Safety and Emergency Services to continue contract services and allow for the refresh upgrade of hardware and software technology for the 911 phone system with Carousel Industries of North America, Inc.
- This Amendment will provide a network monitoring mechanism throughout the County for the Department of Safety and Emergency Services for the 9-1-1 phone system. This amendment also includes the necessary software to provide optimized network monitoring services.
- These networking and monitoring mechanisms were proposed after a security breach in 2021 at the 9-1-1 Service Center..
- This Second Amendment will increase the contract by \$116,226.00 to \$4,344,255.41. The County Administrator has authority under County Code, Section 2-184(b) to increase maintenance, repair and operating contracts not-to-exceed 50% of the original award amount.
- The First Amendment and Restated agreement was approved by the Board of County Commissioners on January 12, 2022 in the amount of \$4,228,029.41.

Contract No. 156-0302 M(RG) increase in the amount of amount of \$116,226.00 to \$4,344,255.41.

Strategic Plan:

Ensure Public Health, Safety, and Welfare

2.1 Provide planning, coordination, prevention, and protective services to ensure a safe and secure community.

Deliver First Class Services to the Public and Our Customers

5.2 Be responsible stewards of the public's resources

5.3 Ensure effective and efficient delivery of County services and support

5.4 Strive to exceed customer expectations.

Summary:

This Second Amendment will provide a network monitoring mechanism throughout the County for the Department of Safety and Emergency Services for the 9-1-1 phone system. In addition, this amendment also includes the necessary software to provide optimized network

monitoring services. These networking and monitoring mechanisms were proposed after a security breach in 2021 at the 9-1-1 Service Center. This was after the Restarted Agreement was approved and signed.

Background/Explanation:

On September 17, 2013, the Board of County Commissioners awarded the original contract to Carousel for the VESTA 9-1-1 phone system computer hardware and software. The First Amendment and Restated agreement was approved by the Board of County Commissioners on January 12, 2022 in the amount of \$4,228,029.41.

This equipment was originally installed in the Regional 9-1-1 Communications Center, located at the Public Safety Complex, on July 23, 2014. Regional 9-1-1 Division employees handle 9-1-1 call-taking, fire dispatch (fire and EMS responses) for the entire county, and law enforcement call-taking for the Sheriff's Office. Two other agencies that reside in the communications center are the Sheriff's Office (for law enforcement dispatch) and Sunstar Paramedics (for ambulance dispatch) who also use this same Vesta system for their phone communications.

Additionally, three secondary Public Safety Answering Points (PSAPs): Tarpon Springs Police Department, Pinellas Park Police Department, and Largo Police Department receive transferred 911 calls from the Regional 911 center using this same phone system.

The lifespan of such equipment and software is between three to five years. This refresh of system hardware for all users will ensure 911 services are not interrupted due to six-year-old equipment that is operating on a 24-hour basis, seven days a week. Continued contract services supporting the maintenance and service of the equipment and software will ensure the system continues to operate at optimal levels and technical issues are quickly addressed.

Fiscal Impact:

Approved to date not to exceed	\$4,228,029.41
Amendment No. 2, increase	<u>\$ 116,226.00</u>
Total Revised Amount	\$4,344,255.41

Funding is included in the FY22 adopted budget within the Emergency Communication E911 fund.

Delegated Authority:

Authority for the County Administrator to approve and execute this Amendment is granted under Code Section 2-184(b).

Staff Member Responsible:

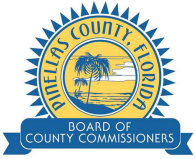
Jim Fogarty, Director, Safety and Emergency Services
Merry Celeste, Division Director, Purchasing & Risk, Administrative Services
Joe Lauro, Director, Administrative Services

Partners:

N/A

Attachments:

Second Amendment



Pinellas County

Staff Report

Approved by Board of County Commissioners on January 12, 2021

File #: 20-1160A, **Version:** 1

Agenda Date: 1/12/2021

Subject:

Amended and restated agreement with Carousel Industries of North America, Inc. for the maintenance and repair services of 9-1-1 equipment.

Recommended Action:

Approval of the amended and restated agreement (Agreement) with Carousel Industries of North America, Inc. for the maintenance and repair services of 911 equipment.

- This Agreement will provide a mechanism for the Department of Safety and Emergency Services to continue current contract services and allow for the upgrade of hardware and software technology for the 911 phone system with Carousel Industries of North America, Inc.
- The Agreement incorporates the documents and change orders from the original contract and provides new vendor documents and quotes for the Refresh Project, repair and maintenance services of 9-1-1 Customer Premises Equipment, and Symon Display Boards located at multiple Public Safety Answering Points through the County.
- Contract Services and Refresh Project have an estimated 36-month expenditure not-to-exceed \$4,228,029.41.
- Awarded by the Board of County Commissioners on June 7, 2016.

Contract No. 156-0302-M(SCB); in the amount of \$4,228,029.41; for an estimated average annual amount of \$1,409,343.14 for 36-months. Authorize the Chairman to sign and the Clerk of the Circuit Court to attest.

Strategic Plan:

Ensure Public Health, Safety, and Welfare

2.1 Provide planning, coordination, prevention, and protective services to ensure a safe and secure community.

Deliver First Class Services to the Public and Our Customers

5.2 Be responsible stewards of the public's resources

5.3 Ensure effective and efficient delivery of County services and support

5.4 Strive to exceed customer expectations

Summary:

This contract provides a mechanism for the Safety and Emergency Services Department to receive continued contract services and upgrade the technology (hardware and software) for the VESTA 911 phone system, which provides access to emergency services for all Pinellas County citizens.

Background Information:

On September 17, 2013, the Board of County Commissioners awarded a contract to Carousel for the

VESTA 9-1-1 phone system computer hardware and software. The vendor was the lowest responsive and responsible bidder meeting specifications.

This equipment was installed in the Regional 9-1-1 Communications Center, located at the Public Safety Complex, on July 23, 2014. Regional 9-1-1 Division employees handle 9-1-1 call-taking, fire dispatch (fire and EMS responses) for the entire county, and law enforcement call-taking for the Sheriff's Office. Two other agencies that reside in the communications center are the Sheriff's Office (for law enforcement dispatch) and Sunstar Paramedics (for ambulance dispatch) who also use this same Vesta system for their phone communications.

Additionally, three secondary Public Safety Answering Points (PSAPs): Tarpon Springs Police Department, Pinellas Park Police Department, and Largo Police Department receive transferred 911 calls from the Regional 911 center using this same phone system.

The lifespan of such equipment and software is between three to five years. This refresh of system hardware for all users will ensure 911 services are not interrupted due to six-year-old equipment that is operating on a 24-hour basis, seven days a week. Continued contract services supporting the maintenance and service of the equipment and software will ensure the system continues to operate at optimal levels and technical issues are quickly addressed.

Awarded by the Board of County Commissioners on June 7, 2016. Change Order No. 1 was approved by the County Administrator on February 28, 2017. Change Order No. 2 was approved by the BCC on October 9, 2018. Change Order No. 3 was approved by the County Administrator on June 22, 2020

Fiscal Impact:

Estimated average annual expenditure: \$1,409,343.14

Total 36-month expenditure not to exceed: \$4,228,029.41

Funding is derived from the Emergency Communications E911 System Fund and is included in the FY20 estimate and FY21 request submitted as part of FY21 budget development.

Staff Member Responsible:

James Fogarty, Director, Safety and Emergency Services
Merry Celeste, Division Director, Purchasing and Risk Management, Administrative Services
Joe Lauro, Director, Administrative Services

Partners:

City of Clearwater
City of St. Petersburg

Attachments:

Amended and Restated Agreement