



Pinellas County

Staff Report

File #: 20-1160A, Version: 1

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