



# Pinellas County

## Staff Report

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File #: 22-0147D, Version: 1

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### **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