



July 16, 2019

TO: Mayor Jerry L. Demings  
and the Board of County Commissioners

FROM: Carrie Mathes, Manager, Procurement Division

CONTACT: Annette Rodgers, 911 Coordinator, Information Systems and Services  
Division  
407-836-9678

SUBJECT: Purchase Order M97297 for Upgrades to 911 Equipment and  
Communications Infrastructure for the Public Safety Answering Points  
(PSAPs) on the Orange County Multinode

ACTION REQUESTED:

Approval of Purchase Order M97297, Upgrades to 911 Equipment and Communications Infrastructure for the Public Safety Answering Points (PSAPs) on the Orange County Multinode, with AT&T, in the estimated amount of \$820,366.98 with an additional \$490,469.25 for maintenance and support for years two through five, in the total estimated amount of \$1,310,836.23.

PROCUREMENT:

This project will provide an upgrade of equipment and communications infrastructure at the PSAPs on the Orange County Multinode to include Orange County Sheriff's Office, Orange County Fire Rescue, City of Apopka, and the University of Central Florida.

FUNDING:

Funding is available in account number 1054-031-0297-3197, 1054-031-0297-3823.

APPROVALS:

The Information Systems and Services Division concurs with this recommendation.

REMARKS:

In April 2001, the Board approved AT&T as the sole provider for 911 services within Orange County.

In October 2018, the PSAPs on the Orlando multinode (City of Orlando Police and Fire Departments, Greater Orlando Aviation Authority, City of Winter Park, and City of Winter Garden) received a system upgrade to the latest software version of both the Viper and Power 911 system.

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Upgrade 911 Equipment and Communications Infrastructure for the Public Safety Answering Points (PSAPs) on the Orange County Multinode

This will upgrade the PSAPs on the Orange County Multinode to match the upgrade done in 2018 on the Orlando Multinode. The current recording system at the aforementioned locations have been sunset and will no longer receive upgrades to the old system. Florida Statute 365.171 (3.4.1) requires that all incoming calls be recorded to capture date, time, and other call data. Because of the statute, we are still paying for maintenance on this system until it can be replaced.

The upgrade pricing is inclusive of the first year of maintenance and support and initial warranty.

County staff has determined the price to be fair and reasonable when compared to the prior upgrade on the Orlando Multinode.