



December 13, 2018

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

From:  Carrie Mathes, Manager, Procurement Division

Contact: Rafael Mena, Chief Information Officer
Information Systems and Services Division
407-836-5200

Subject: Ratification of Purchase Order M93670, Maintenance and Support of the 911 Digital Voice Logging System

ACTION REQUESTED:

Ratification of Purchase Order M93670, Maintenance and Support of the 911 Digital Voice Logging System, with Replay Systems, Inc. in the amount of \$145,347.81 for a 1-year term.

PROCUREMENT:

This renewal will provide software support and maintenance for the period of January 1, 2019 through December 31, 2019 for the 911 Digital Voice Logging System. Support and maintenance includes all covered software upgrades and full 24/7/365 support, with a minimum two hour response time, including holidays and weekends, as required by the State of Florida E-911 Plan.

FUNDING:

Funding is provided through 1054-031-0677-3192.

APPROVALS:

The Information Systems and Services Division concurs with this recommendation.

REMARKS:

Florida Statute 365.171 requires that all 911 calls be recorded. On May 25, 2010, the Board approved the award of Contract Y10-621 to Replay Systems, Inc. to install and maintain recording equipment and software at Orange County's Public Safety Answering Points (PSAPs). The purchase included three years of software support and maintenance.

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Purchase Order M93670, Maintenance and Support of the 911
Digital Voice Logging System

This software is proprietary to Replay Systems, Inc. and they are the only vendor with the ability and expertise to support the software for the purpose of maintenance services, including software updates, enhancements, and standard technical support issues.

The price to renew support and maintenance for 2019 is considered reasonable based on a price comparison conducted with Polk, Brevard, Bay, and Sarasota Counties.