


# Memorandum



**Date:** July 7, 2022

Agenda Item No. 8(F)(3)

**To:** Honorable Chairman Jose "Pepe" Diaz  
and Members, Board of County Commissioners

**From:** Daniella Levine Cava   
Mayor

**Subject:** Recommendation for Approval to Award a Designated Purchase Contract: Intrado  
Viper 911 Upgrade

## **Summary**

The Miami-Dade Police Department Communications Bureau handles over two million calls for service annually, of which 70 percent are 911 calls. As such, it is the busiest Public Safety Answering Point (PSAP) in the Southeastern United States. The Bureau processes 911 calls in the unincorporated areas of Miami-Dade County and 29 municipalities. Currently, the Department utilizes Customer Premise Equipment (CPE) for its 911 services. This equipment was implemented in 2009, and nearing the end of its intended life expectancy.

In an effort to maintain the high level of 911 services provided to the citizens of the County, the Miami-Dade Police Department, in conjunction with the Information Technology Department, have made the decision to upgrade the current Positron CPE to the Viper 7. This upgrade will provide a Next Generation 911 (NG911) platform that will make it more accessible to citizens throughout the County, and in some instances provide a real-time overview of what a call taker is experiencing. NG911 is an IP-based system that allows digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 911 network, and on to the 9-1-1 call taker and emergency responders. In addition, it meets the needs of Florida Statue 365.172, which required each county to develop a countywide implementation plan addressing Text-To-911 services and to enact a system to allow Text-To-911 services.

## **Recommendation**

It is recommended that the Board of County Commissioners (Board) approve this request for award of Designated Purchase Contract No. BW-10218, *Intrado Viper 911 Upgrade*, to Intrado Life & Safety Solutions Corporation (Intrado) to enable the Miami-Dade Police Department (MDPD) to upgrade the outdated CPE with a more robust Internet Protocol (IP) based system. Approval of a designated purchase is being requested, pursuant to Section 2-8.1(b)(3) of the Miami-Dade County Code by a two-thirds vote of the Board members present, to authorize award of a contract to provide for the purchase of an upgrade to MDPD's CPE and software in the amount of \$3,166,360 for a five-year term. The Small Business Enterprise measures and Local Preference do not apply.

The County has accessed multiple contracts to obtain the equipment and services needed to accommodate the 911 services provided by MDPD. The Positron 911 equipment and software was originally procured through a state contract and the services were subsequently renewed through Contract No. BW7283-3/07 Positron 911 Software/Hardware and approved by the Board under Resolution No. R-06-03 for a one-year term with three, one-year option to renew terms, and a cumulative value of \$500,000. Upon expiration of this contract, in order to obtain continued maintenance and support services, equipment, and software upgrades, ITD accessed four contracts, Contracts No. EC07-07, EC07-14, EC07-18 and EC07-20, with a cumulative value of \$4,209,800, all of which were awarded to Intrado.

The companion settlement agreement item with the vendor will meet this award on a future Board meeting agenda.

### **Background**

Miami-Dade County is currently ranked as the seventh largest county in the United States. The Miami-Dade Police Department’s Communications Bureau is the busiest PSAP in the Southeastern United States. The Communications Bureau maintains a sufficient staffing level of Police Complaint Officers, including bilingual staff assigned to all shifts, with access to interpreter services. The Bureau processes 911 calls in the unincorporated areas of Miami-Dade County and 29 municipalities. On average, over two million calls for service are processed annually.

On March 8, 2016, Resolution No. R-205-16 was approved by the Board authorizing the upgrade of the current NG911 System to include the ability to process Text-To-911 calls. On April 20, 2016, the County purchased proprietary equipment and software from Intrado with an expected project completion date of June 2016. As the system was tested for required functionality, issues were identified in adapting the product to meet the County’s operating requirements. For three years, MDPD and Intrado engineers worked diligently to make the appropriate modifications to ready the system for operational use.

In 2019, after numerous attempts to complete the final acceptance test plan, the project was suspended. The Administration initiated discussions with Intrado to resolve the pending operational issues with integrating the Intrado Viper 5.1 system. As a result, it was deemed in the best interest of the County to negotiate a settlement agreement to conclude the legacy purchase of contract EC07-14 and enter into a new agreement with Intrado to upgrade the current Viper CPE to the Viper 7 platform.

The upgrade to Viper 7 will provide MDPD with a NG911 platform that will include: Text-to-911 capabilities, hardware, software, implementation, training, and professional services. MDPD desires to take advantage of new technologies, and shift from a traditional analog based system to a more robust IP based 911 system. NG911 is an IP-based system that allows digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 9-1-1 network, and on to the 9-1-1 call taker and emergency responders. Additionally, the upgrade will allow the County to meet Florida Statue 365.172 requirement, which states each county must develop a countywide implementation plan addressing Text-to-911 services before January 1, 2022, to process Text-to-911 calls.

Competition for these products and services is not practicable at this time, as it is the intent of MDPD to unify their 911 platform with other local partner agencies to continue protecting the life, health, safety and welfare of the community, and to create a unified 911 ecosystem to support the citizens of the County. Currently, there is an inter-local agreement with the following municipalities: Coral Gables Police Department, City of Aventura Police Department, City of Miami Police Department, Hialeah Police Department, Miami Beach Police Department, and the Village of Pinecrest Police Department. In addition, MDPD is serving as a back up to these agencies. Uniformity of the platform will allow personele from different agencies to process 911 calls for service from any 911 center utilizing the Viper 7 platform.

Accordingly, it is in the County’s best interest to award this designated purchase contract pursuant to Section 2-8.1(b)(3) of the County Code to purchase an upgrade for MDPD’s CPE.

### **Scope**

The scope of this item is countywide in nature.

### **Fiscal Impact/Funding Source**

The fiscal impact for the five-year term is \$3,166,360. The current contract, EC07-20, is valued at \$62,400 for a one-year term and expires on June 30, 2022. The allocation under the current contract is lower than the replacement contract because the replacement contract will be used to upgrade the CPE and software to the NG911 platform, as well as for continued maintenance and support services.

Department	Allocation	Funding Source	Contract Manager
Police	\$3,166,360	State Funds	Deborah Wesolowski Gross
<b>Total:</b>	<b>\$3,166,360</b>		

\*It should be noted that contracts contain termination for convenience provisions which can be exercised if the commodities and services in this item are affected by the establishment of the constitutional offices.

### **Track Record/Monitor**

Lydia Osborne of the Internal Services Department is the Strategic Procurement Division Director.

### **Delegated Authority**

If this item is approved, the County Mayor or County Mayor’s designee will have the authority to exercise all provisions of the contract, including any cancellation, renewal or extension provisions, pursuant to Section 2-8.1 of the County Code and Implementing Order 3-38.

### **Vendor Recommended for Award**

Pursuant to Resolution No. R-477-18, the awarded vendor is not local and does not have a local address. Intrado authorizes third-party resellers, but purchasing this upgrade from a third-party would require additional funding to cover mark-up costs.

Vendor	Principal Address	Local Address*	Number of Employee Residents	Principal
			1) Miami-Dade 2) Percentage*	
Intrado Life & Safety Solutions Corporation	11808 Miracle Hills Drive Omaha, NE	None	0	Jeff Robertson
			0%	

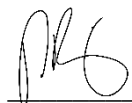
\*Provided pursuant to Resolution No. R-1011-15. Percentage of employee residents is the percentage of vendor’s employees who reside in Miami-Dade County as compared to the vendor’s total workforce.

### **Due Diligence**

Pursuant to Resolution No. R-187-12, due diligence was conducted in accordance with the Internal Services Department’s Procurement Guidelines to determine contractor responsibility, including verifying corporate status and that there are no performance or compliance issues. The lists that were referenced included convicted vendors, debarred vendors, delinquent contractors, suspended vendors, and federal excluded parties. Issues were identified under the prior contract, Contract No. EC07-14, while adapting the product to meet the County’s operating requirements. As a result, the project was suspended and a settlement agreement was negotiated with the Contractor to resolve all outstanding claims associated with Contract No. EC07-14.

### **Applicable Ordinances and Contract Measures**

- The two percent User Access Program provision applies where permitted by the funding source.
- The Small Business Enterprise measures and Local Preference do not apply.
- The Living Wage does not apply, as these services are not covered services under the Ordinance.



Alfredo “Freddy” Ramirez III  
Interim Chief Public Safety Officer



## MEMORANDUM

(Revised)

**TO:** Honorable Chairman Jose "Pepe" Diaz  
and Members, Board of County Commissioners

**DATE:** July 7, 2022

**FROM:**   
Gen Bonzon-Keenan  
County Attorney

**SUBJECT:** Agenda Item No. 8(F)(3)

Please note any items checked.

- ☐ "3-Day Rule" for committees applicable if raised
- ☐ 6 weeks required between first reading and public hearing
- ☐ 4 weeks notification to municipal officials required prior to public hearing
- ☐ Decreases revenues or increases expenditures without balancing budget
- ☐ Budget required
- ☐ Statement of fiscal impact required
- ☐ Statement of social equity required
- ☐ Ordinance creating a new board requires detailed County Mayor's report for public hearing
- ☐ No committee review
- ☒ Applicable legislation requires more than a majority vote (i.e., 2/3's present ☒, 2/3 membership \_\_\_\_, 3/5's \_\_\_\_, unanimous \_\_\_\_, CDMP 7 vote requirement per 2-116.1(3)(h) or (4)(c) \_\_\_\_, CDMP 2/3 vote requirement per 2-116.1(3)(h) or (4)(c) \_\_\_\_, or CDMP 9 vote requirement per 2-116.1(4)(c)(2) \_\_\_\_ to approve
- ☒ Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required

Approved \_\_\_\_\_ Mayor  
Veto \_\_\_\_\_  
Override \_\_\_\_\_

Agenda Item No. 8(F)(3)  
7-7-22

RESOLUTION NO. \_\_\_\_\_

RESOLUTION AUTHORIZING DESIGNATED PURCHASE PURSUANT TO SECTION 2-8.1(B)(3) OF THE COUNTY CODE BY A TWO-THIRDS VOTE OF THE BOARD MEMBERS PRESENT; AUTHORIZING AWARD OF CONTRACT NO. BW-10218 FOR PURCHASE OF INTRADO VIPER 911 UPGRADE TO INTRADO LIFE & SAFETY SOLUTIONS CORPORATION IN AN AMOUNT NOT TO EXCEED \$3,166,360.00 FOR A FIVE-YEAR TERM FOR THE MIAMI-DADE POLICE DEPARTMENT; AND AUTHORIZING THE COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO EXERCISE ALL PROVISIONS OF THE CONTRACT, INCLUDING ANY RENEWAL, CANCELLATION OR EXTENSION PROVISIONS, PURSUANT TO SECTION 2-8.1 OF THE COUNTY CODE AND IMPLEMENTING ORDER 3-38

**WHEREAS**, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA**, that:

**Section 1.** This Board finds it is in the best interest of Miami-Dade County to award Contract No. BW-10218 for purchase of Intrado Viper 911 Upgrade to Intrado Life & Safety Solutions Corporation in an amount not to exceed \$3,166,360.00 for a five-year term for the Miami-Dade Police Department, pursuant to section 2-8.1(b)(3) of the Code of Miami-Dade County, by a two-thirds vote of the Board members present.

**Section 2.** This Board authorizes the County Mayor or County Mayor's designee to exercise all provisions of the contract, including any renewal, cancellation or extension provisions, pursuant to section 2-8.1 of the County Code and Implementing Order 3-38. A copy of the contract document is on file with and available upon request from the Internal Services Department, Strategic Procurement Division.

The foregoing resolution was offered by Commissioner ,  
who moved its adoption. The motion was seconded by Commissioner  
and upon being put to a vote, the vote was as follows:

Jose "Pepe" Diaz, Chairman	
Oliver G. Gilbert, III, Vice-Chairman	
Sen. René García	Keon Hardemon
Sally A. Heyman	Danielle Cohen Higgins
Eileen Higgins	Joe A. Martinez
Kionne L. McGhee	Jean Monestime
Raquel A. Regalado	Rebeca Sosa
Sen. Javier D. Souto	

The Chairperson thereupon declared this resolution duly passed and adopted this 7<sup>th</sup> day of July, 2022. This resolution shall become effective upon the earlier of (1) 10 days after the date of its adoption unless vetoed by the County Mayor, and if vetoed, shall become effective only upon an override by this Board, or (2) approval by the County Mayor of this resolution and the filing of this approval with the Clerk of the Board.

MIAMI-DADE COUNTY, FLORIDA  
BY ITS BOARD OF  
COUNTY COMMISSIONERS

HARVEY RUVIN, CLERK

By: \_\_\_\_\_  
Deputy Clerk

Approved by County Attorney as  
to form and legal sufficiency.

OR

Oren Rosenthal