



Board of County Commissioners

Item Title: Approval to Submit a Florida Department of Management Services 911 State Program Grant Application in the Amount of \$392,877.55 for the Sheriff's Office 911 Communications Center's Solacom Hardware Refresh

Date: May 21, 2025

Department: OMB on behalf of the Sheriff's Office

Background:

The Sheriff's Office 911 Communications Center is a vital part of Nassau County's emergency response and disaster preparedness system. It serves as the critical first point of contact for citizens during emergencies, facilitating the coordination of emergency services. The Sheriff's Office 911 Communications Center receives emergency calls, gathers information from callers, and is the central dispatch facility serving all of Nassau County including the Sheriff's Office field personnel, patrol, investigations, marine units, and community volunteers. As well as providing call center support for the County's Fire Rescue team.

The hardware used at the 911 call center is a requirement. In 2020 the Sheriff's Office 911 Communications Center purchased its current Solacom hardware which included 13 consoles/workstations. The current hardware is at the end of its life and is recommended to be replaced every 5 years by the manufacturer. When hardware such as this is at the end of its life, it means the manufacturer will no longer support it with software updates, security patches, or technical support. Software updates, security patches, and technical support are critical for the Sheriff's Office 911 Communications Center for maintaining security, improving performance, and ensuring compatibility and reliability. Without this update County may be at risk of security vulnerabilities.

Additionally, with the growing and diverse population of Nassau County, it is recommended to purchase 6 new, additional consoles/workstations. These new, additional workstations will be used for training and used as backup to the 911 call center at the Public Safety Training Complex in the event the current 911 call center is compromised (i.e. severe weather such as a hurricane, etc.).

If awarded this 911 State Program Grant, the funding would cover the costs of the 911 Communications Center's Solacom hardware refresh and 6 new consoles/workstations in the amount of \$392,877.55. There is no local match required for this grant.

Request:

Sheriff's Business: Approval to submit electronically a Florida Department of Management Services 911 State Program Grant application in the amount of \$392,877.55 for the Sheriff's Office 911 Communications Center's Solacom hardware refresh, which includes 6 new consoles/workstations.

Financial/Economic Impact to Future Years Budgeting Process or Effect on Citizens:

This grant is needed to fund the Sheriff's Office for their 911 Communications Center's Solacom hardware refresh, which includes 6 new consoles/workstations. These additional workstations will be for training and used as backup to the 911 call center in the event the current 911 center is compromised (i.e. severe weather, etc.).

Action Requested and Recommendation:

Sheriff's Business: Approval to submit electronically a Florida Department of Management Services 911 State Program Grant application in the amount of \$392,877.55 for the Sheriff's Office 911 Communications Center's Solacom hardware refresh, which includes 6 new consoles/workstations.

Is this action consistent with the Nassau County Comprehensive Land Use Plan?

N/A

Funding Source:

No Match Required.

Additional Information Needed for Contracts/Agreements (If Applicable)

Contract Number assigned by Contracts Management:

N/A

For non-governmental agencies, has the document been sent to the vendor for signature?

N/A

Does the document need to be recorded? If so, who will pay the recordation fee?

N/A

Are there any special mailing instructions? (Include contact name, address, deadline for submittal, how to mail such as express mail, FedEx, etc.):

Please send one (1) copy to Brittany Contardi (bcontardi@nassaucountyfl.com).

How many originals are needed?

Please send one (1) copy to Brittany Contardi (bcontardi@nassaucountyfl.com).