



On April 10, 2007, the Board of Supervisors authorized the Director of Emergency Communications to sign the Maintenance Service Supplement with Zetron, Inc. Zetron is the provider of the console system used for response to 9-1-1 calls and dispatch of public safety radio communications. The term of that Maintenance Service Supplement was not to exceed five years from November 22, 2006. This Service Agreement provides maintenance services for the Series 3200 phone system and the ACOM radio system.

Before July 31, 2014, the Emergency Communications Department will be replacing their 9-1-1 telephone system (also known as 911 Customer Premise Equipment - CPE) with equipment from Cassidian Communications. With the deployment of this Cassidian phone system the Zetron Series 3200 phone system will be decommissioned and Series 3200 maintenance will no longer be necessary. This phone system replacement project will be paid using state 9-1-1 funds and will be brought before the Board of Supervisors for approval at a later date.

Through the NGEN Radio Systems Project, the Radio Console system will be replaced by Harris Corporation before October, 2015. With the deployment of the Harris radio system the ACOM Zetron radio system will be decommissioned and ACOM maintenance will no longer be necessary.

In order to maintain the existing systems until the two technology replacements are complete, it is necessary to modify the term of the agreement with Zetron to extend the radio system ACOM maintenance through June 30, 2015 and extend the Series 3200 phone system maintenance through July 31, 2014. The agreement provides for a cancellation clause upon ninety (90) days written notice.

OTHER AGENCY INVOLVEMENT:

Amendment #5 to the Maintenance Service Supplement has been approved by County Counsel as to legal form and by the Auditor-Controller as to fiscal provisions.

FINANCING:

Costs of this maintenance agreement are included in the Fiscal Year 2014 / 2015 recommended budget for Emergency Communications with approximately 30% paid by the County and the remaining percentage paid by the dispatch partner agencies.

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Prepared by: John Vaught, Administrative Manager, 8887

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Approved by: William Harry, Director of Emergency Communications, 8880

Attachments:

Previous Board Orders from 10/4/2011 & 4/11/2007

Amendment #5 to Maintenance Service Supplement

Amendment #4 to Maintenance Service Supplement

Amendment #3 to Maintenance Service Supplement

Amendment #2 to Maintenance Service Supplement

Amendment #1 to Maintenance Service Supplement

Maintenance Service Supplement