110086

DATE: October 18, 2024

TO: Board of Acquisition and Contract

FROM: Marguerite Beirne
             Chief Information Officer
             Department of Information Technology

RE: Resolution to exempt from the Westchester County Procurement Policy and
             Procedures, pursuant to Section 3(a)(xxi) thereof, the procurement of additional
             maintenance services from Carousel Industries of North America, LLC, under a first
             amendment to its agreement to provide maintenance services for the individual
             equipment and overall system components comprising the County's Enhanced 911
             system.

Authority is requested from your Honorable Board to exempt from the Westchester
County Procurement Policy and Procedures, pursuant to Section 3(a)(xxi) thereof, the
procurement of additional services, consisting of additional maintenance services concerning
new 'Public Safety Answering Point' ("PSAP") equipment, (the "Additional Services") for an
amount not-to-exceed $148,440.97, under a first amendment (the "First Amendment") to an
agreement between the County of Westchester (the "County") and Carousel Industries of North
America, LLC ("Carousel"), pursuant to which Carousel was to provide maintenance services for
the individual equipment and overall system components comprising the County's Enhanced 911
system, for the period from January 1, 2024 through December 31, 2026, for a total amount not
to exceed $2,362,052.11 (IT-1791; the "Agreement").

Recently, the County's PSAP at each of several locations specified plans to add
additional equipment, which the County desires to have be maintained by Carousel, as the
Additional Services, under the Agreement, once the additional equipment is installed.

Since 2013, the County has contracted with Carousel[1] for maintenance services for the
individual equipment and overall system components comprising the County's Enhanced 911
system, with the term for the Agreement now set to expire on December 31, 2026.

Carousel has successfully performed maintenance services for the County for nearly 12

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[1] It should be noted that the County originally contracted with Carousel Industries of North America, Inc. for these services. In
2021, Carousel directly converted from a corporation to a limited liability company, and the entity therefore changed its name
from Carousel Industries of North America, Inc. to Carousel Industries of North America, LLC.

years, as noted above. Carousel maintains a 24/7 network operations center with live monitoring, critical on-site support, and local spare parts that are kept in Westchester County. Carousel also has in place a local team of dedicated technical resources with expertise related to the County's environment, infrastructure, and equipment, including technicians that have attended system training at the facilities of manufacturers.

In addition to its overall familiarity, as described above, Carousel is specifically familiar with each individual 911 center's environment, including power, uninterrupted power supplies, grounding, circuits, and interfaces to other municipality solutions (e.g., Computer Aided Dispatch software and call recording). This knowledge is crucial in providing the best of support for each 911 center.

Carousel has also engineered, installed, configured, and updated the County's existing 'Next Generation'-compatible 911 systems. As such, Carousel is intimately familiar with the systems providing for optimal performance and reliability. Carousel also maintains a lab system which allows Carousel to test system updates in the lab environment prior to deploying them in Westchester County.

Carousel, acting as an 'Authorized Agent', has also established a working relationship with Verizon, which continues to deliver 911 circuits to the County. This relationship with Verizon is a vital part of providing continuous 911 services for the County.

Furthermore, the County continuing to receive maintenance services from Carousel's existing, experienced support team would ensure uninterrupted service for the County, with no lag time that would be associated with having a new vendor 'ramp-up' and train multiple personnel to support the County's 911 systems.

In addition to all of the foregoing, it would also be impractical, if not impossible, for the County to procure the Additional Services as stand-alone services from a separate contractor, due to the nature of the services and the interconnected technologies and locations of the County's 911 systems.

Based upon the foregoing, it is proposed that the best interests of the County would be served by exempting from the Westchester County Procurement Policy and Procedures, pursuant to Section 3(a)(xxi) thereof, the procurement of the Additional Services, under the proposed First Amendment.

Accordingly, a resolution to exempt this procurement is hereby submitted for your consideration.

MB/SF/bdm/nn

R E S O L U T I O N

Upon a communication from the Chief Information Officer, Department of Information Technology, be it hereby:

RESOLVED, that pursuant to Section 3(a)(xxi) of the Westchester County Procurement Policy and Procedures, it is hereby determined that application of the procedural requirements contained therein, including the necessity of soliciting proposals, is neither cost effective nor expedient, and accordingly, not in the best interests of the County of Westchester (the "County") in connection with the procurement of additional services, consisting of additional maintenance services concerning new Public Safety Answering Point equipment, for an amount not-to-exceed $148,440.97, under a first amendment to an agreement between the County and Carousel Industries of North America, LLC ("Carousel"), pursuant to which Carousel was to provide maintenance services for the individual equipment and overall system components comprising the County's Enhanced 911 system, for the period from January 1, 2024 through December 31, 2026, for a total amount not to exceed $2,562,052.11.

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