

## 9-1-1 Recorder Maintenance & PM Requirements

- One (1) year full maintenance coverage for:
  - VPI Recording System 24 Channel
    - Escambia County Public Safety
  - VPI Recording System 48 Channel
    - Escambia County Sheriff's Office
  - VPI Recording System 20 Channel
    - Pensacola Police Department
- Two (2) PM Inspection of Recorders
  - Provide customer with detailed inspection report and recommendations as needed

**Vendor shall be certified/factory trained to perform system work and maintenance on VPI and/or NICE recording systems.**

Vendor shall provide maintenance 24 hours per day, seven days per week, 365 day per year.

**Routine Maintenance** - Maintenance that does not affect the performance of the system and does not affect the ability to record calls, but still requires attention.

The vendors **maximum response time is not to exceed two business days from the time the report is received.** All maintenance performed shall be reported to the Communications Chief or designee upon completion.

**Non-Critical Maintenance** - Problems of minor nature that does not affect the overall performance of the system and does not affect the ability to record calls, but still requires attention.

The vendors **maximum response time is not to exceed 24 hours from the time the complaint is received.** All maintenance performed shall be reported to the Communications Chief or designee upon completion.

**Critical Maintenance** - Problems that jeopardize or degrade any part of the system and affects the ability to record calls.

**The Vendors maximum physical on site response is 4 hours, on a twenty – four (24) hour basis, to include weekends and holidays.** For an outage event, remote support shall be addressing the issue within 30 minutes.

All maintenance performed shall be reported to the Communications Chief or designee upon completion.

**Preventative Maintenance** – Maintenance of a preventive nature that ensures uptime and longevity of equipment.

Vendor shall provide a written plan for preventative maintenance. Describe what is included and when.

**System Monitoring** – Full-time monitoring of equipment and system functionality, and proactive notifications of issues provided 24x7x365 with ability to perform remote diagnostics in a pro-active manner.

Service shall be performed with the system fully operational 99.999% of the time. The system shall not be rendered inoperable for the purpose of routine maintenance.

The vendor shall describe what System Software/Firmware, Operating System and Security upgrades, patches, and updates are included (and not included) in the maintenance agreement.

Vendor shall be responsible for the installation of any upgrades, patches and updates. No unplanned system downtime shall be acceptable for upgrades, patches and updates.

Vendor shall provide documents certifying their system maintenance and follow-up service personnel to be manufacturer trained and certified on VPI and/or NICE recording equipment.