

## EXHIBIT B

### CONTRACT, LEASE, AGREEMENT CONTROL FORM

Date: March 26, 2012

Contract/Lease Control #: #C12-1944-PS

Bid #: NA Contract/Lease Type: MOU

Award To/Lessee: SHERIFF'S OFFICE

Lessor/Owner: OKALOOSA COUNTY

Effective Date: 03/20/2012

Expiration Date: INDEFINITE

Description of Contract/Lease: E911 SHARED ANSWERING SERVICES

Department Manager: PS

Department Monitor: D. VILLANI

Monitor's Telephone #: 651-7150

Monitor's FAX # OR E-Mail: DVILLANI@CO.OKALOOSA.FL.US

Date Closed: \_\_\_\_\_

Remarks:

Cc: Finance Dept Contracts & Grants Division

**MEMORANDUM OF UNDERSTANDING BETWEEN OKALOOSA COUNTY DEPARTMENT  
OF PUBLIC SAFETY AND THE OKALOOSA COUNTY SHERIFFS OFFICE FOR:**

**E911 SHARED ANSWERING SERVICES**

This Memorandum of Understanding (MOU) is between the Okaloosa County Sheriff's Office and Okaloosa County Public Safety to set forth guidelines for shared answering services of E911 calls. Either party to this agreement may withdraw at any time, upon ninety (90) days written notice.

Okaloosa County Board of County Commissioners is the responsible fiduciary party for the county's E911 system. Florida Statute 365.172 (9) provides the E911 Board's opinion on allowable expenditures of the E911 funds.

Okaloosa County Sheriff's Office and Okaloosa County Public Safety share E911 answering services in a ring-all environment.

Each agency shall be responsible for answering their respective seven-digit administrative telephone lines/numbers.

Each agency shall provide complete dispatch of their respective field units, including status reporting and associated activity reports.

Okaloosa County Public Safety E911 Office shall maintain all necessary E911 consoles located within the Emergency Operations Center E911 call center, County Warning Point, and the Okaloosa County Sheriff's Office dispatch room. As funding allows and per Florida Statute 365.172 (9), any additional E911 workstations desired to be utilized at radio positions will need to be purchased by the requesting agency, and the positions must be utilized for answering 911 as a priority.

An E911 Committee has been established and is comprised of representatives from each Public Safety Answering Point (PSAP) to establish operational protocols, training, and quality assurance measures amicable to all agencies serviced from the call center and both dispatch locations

Measurable performance standards established in the State E911 Plan will be reviewed quarterly by the 911 Coordinator and dispersed to the applicable departments.

Complaints received from any agency or citizen shall be investigated promptly by the 911 Coordinator and provided to the involved departments for action as their internal policy dictates.

Okaloosa County Public Safety shall provide statistics quarterly showing the number of E911 calls answered and transferred by or to the Okaloosa County Sheriff's Office. Upon receipt of said statistics the Okaloosa County Sheriff's Office shall invoice Okaloosa County Public Safety for the number of E911 calls answered, minus the number of calls transferred to the Okaloosa County Sheriff's Office.

Of the 50 cent fee the State of Florida collects on non-wireless and wireless telephones, the allocation payments to the county are based on the number of wireless and non-wireless subscribers in Okaloosa

**CONTRACT # C12-1944-PS  
SHERIFF'S OFFICE  
E911 SHARED ANSWERING SERVICES  
EXPIRES: INDEFINITE**

County. The formula used to determine the correct billing shall be based on the same allocation percentages the state distributes to the county. The current allocation percentage the county receives is 47 cents (.47) per wireline and 35 cents (.35) per wireless device. The Sheriff's Office will be advised quarterly of the number of wireless and non-wireless calls received and they will be reimbursed 47 cents (.47) for each wireline call answered, and 35 cents (.35) for each wireless call answered.

Okaloosa County Department of Public Safety will maintain E911 reserve funding for system replacement, equipment and hardware/software maintenance costs.

Okaloosa County Department of Public Safety will maintain a voice recorder to capture all E911 calls and radio traffic for the Department of Public Safety and the Sheriff's Office. The County will keep all recordings for a period of three (3) years.

Measureable Performance Standards

1. Percentage of 911 calls answered in 10 seconds or less 90% of the time.
2. Percentage of 911 TTY calls answered within 20 seconds or less 90% of the time.

**FOR THE COUNTY:**

**OKALOOSA COUNTY BOCC**


BY:   
**BOCC Chairman**

DATE: March 20, 2012



**FOR THE SHERIFF:**

**OKALOOSA SHERIFF'S OFFICE**

BY:   
**Sheriff**

DATE: Feb 29, 2012

Daniel, Michelle,

Coordination Complete!  
Make Change below then proceed.

**EXHIBIT D**

Jac  
9/27/11

**CONTRACT & LEASE  
INTERNAL COORDINATION SHEET**

Contract/Lease Number: \_\_\_\_\_ Tracking Number: 346-11

Contractor/Lessee Name: Okaloosa County Sheriff

Purpose: MOU for 911 Shared Answering Services

Date/Term: Indefinite 1.  GREATER THAN \$50,000

Amount: N/A 2.  GREATER THAN \$25,001

Department: Public Safety 3.  \$25,000 OR LESS

Dept. Monitor Name: D. Villani

**Purchasing Review**

Procurement requirements are met:  
[Signature] Date: 9/8/11

Contracts & Lease Coordinator

**Risk Management Review**

Approved as written:  
[Signature] Date: 9-12/11

Risk Management Director

**County Attorney Review**

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Approved as written:  
[Signature] Date: 9/26/11

County Attorney

*Should be approved & signed by CHA RMAV*

Following Okaloosa County approval:

**Contract & Grant**

Document has been received:  
\_\_\_\_\_ Date: \_\_\_\_\_

Contracts & Grants Manager