



# Livingston County

## 911 Central Dispatch

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**Kecia S. Williams**  
911 Director

**Amy D. Pasienza**  
911 Deputy Director

## Memorandum

To: Livingston County Board of Commissioners

Fr: Kecia S. Williams, Director of 911

Date: March 20, 2023

Re: Requesting Approval of a 911 Telephone System Upgrade & Maintenance Support Contract

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The current Motorola Vesta 911 Telephone System was installed more than 10 years ago and still runs on Windows 7 software with a 2008 Windows Server. Windows 7 software and the 2008 Windows Server have both reached their end of life, whereby Microsoft will no longer supply security patches or technical support to either operating system. Failure to upgrade could slow down our network, hinder productivity, leave us open for potential security threats and/or cause a complete system failure jeopardizing the lives of citizens across Livingston County and in Kent County, as we dispatch for Rockford Ambulance.

An RFP was sent out on January 23, 2023, and ended on February 22, 2023. After an evaluation of all the bids, INdigital was chosen as the company to install a new Motorola Vesta 911 Telephone System upgrade and serve as our maintenance provider for the next five (5) years.

The contract amount proposed by INdigital is \$568,192.74 with the 5-year maintenance fee included in the cost analysis.

I am requesting approval from the Livingston County Board of Commissioners to enter into a contract agreement with INdigital for the purchase and installation of a Motorola Vesta 911 Telephone system with maintenance support.

*Kecia S. Williams, Director of 911*