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# MEMORANDUM

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Date: September 19, 2019

To: The Honorable Chairman and Members  
Pima County Board of Supervisors

From: C.H. Huckelberry  
County Administrator *CHH*

Re: **Addendum 1, Item 6 on the September 17, 2019 Board of Supervisors Agenda –  
Inmedia, LLC to Provide AV Control Equipment**

The above referenced agenda item was approved by the Board of Supervisors with a question raised regarding maintenance and warranty of the equipment being purchased.

The equipment is to replace the audio/visual and other technology equipment initially installed at the County's Emergency Operations Center. This equipment was installed with the original building construction in October of 2012 and has not been replaced since the facility's opening. Given its age, it is possible that one or more pieces of the equipment could fail and prove unreliable for accurate information in the event of either a training exercise or actual emergency operation for which the center has been activated. Currently, the Office of Emergency Management is power-cycling equipment at least once a week to bring the system back online. Given this risk, a decision was made to replace the older equipment with new, reliable equipment and systems. This was the intent of the purchase contract approved by the Board.

The Arizona Department of Emergency Management shared our concern over the age and reliability of this equipment and offered a grant in the amount of 50 percent of the cost of replacement. However, the action was required to occur in a short time to utilize the grant funds available for this purpose.

A question arose regarding a warranty and preventative maintenance of the equipment. The attached September 18, 2019 memorandum from the Director of Emergency Management answers the questions. The equipment has a five-year warranty and a bi-annual preventative maintenance plan at no cost.

The replacement of this equipment is a wise investment in emergency preparedness and the warranty provided by the vendor exceeds normal warranty time periods.

CHH/anc

Attachment

c: John Voorhees, Assistant County Administrator  
Jeff Guthrie, Director, Office of Emergency Management



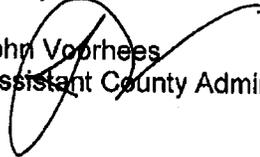
EMERGENCY MANAGEMENT

# MEMORANDUM

Date: September 18, 2019

To: C.H. Huckelberry  
County Administrator

From: Jeff Guthrie   
Director

Via: John Voorhees   
Assistant County Administrator

**RE: Supervisor Miller's request for information - Maintenance Plan outlined in the Immedia, LLC Contract on BOS Agenda 09/17/19, Addendum 1, Item #6**

During the September 17, 2019 Board of Supervisors' meeting, Supervisor Miller requested information regarding the County's maintenance plan for the proposed Emergency Operations Center (EOC) equipment purchase listed on the BOS Addendum 1, Item #6. The Office of Emergency Management and Homeland Security (OEM) negotiated a periodic equipment preventative maintenance service provision in the contract for 5 years at no additional charge. This is referred to as the "Base ImmediaCare coverage" and is found on pages 43 and 44 of Exhibit A of the contract.

Efficacy of the system is further protected under the provisions of section "9. Warranty" on page 47. Immedia, LLC warrants that,

"All Crestron gear will have a 5-year warranty from date of completion. Additionally, Immedia will complete bi-annual preventive maintenance on the system."

There is an additional level of customer support available from Immedia, LLC. It is optional and requires a separate quote. OEM did not opt for this monthly preventative maintenance due to the equipment warranty from date of completion and 5-year ImmediaCare base coverage. Because Crestron manufactures all of the equipment in question, OEM believes this coverage is sufficient for term of the contract.

As an additional safeguard for system effectiveness, OEM requested an additional \$20,000 contract capacity per year outlined in the contract for years 2-5. This is for additional equipment and labor, if required beyond the warranty and service plan. This has been a successful and cost effective means of providing EOC maintenance in the past.

Please let me know if you have any additional questions.

JG/pk

CC: Mary Jo Furphy, Director of Procurement