

**RESOLUTION 21-205**

**A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, APPROVING AN AGREEMENT WITH REPLAY SYSTEMS, INC. FOR THE PURCHASE AND MAINTENANCE OF ONE 911 RECORDING SYSTEM FOR THE POLICE DEPARTMENT IN THE AMOUNT OF \$18,927.**

**BE IT RESOLVED** that the appropriate officers of the City are authorized to accept and deliver on behalf of the City that certain Agreement between the City and Replay Systems, Inc., relating to the purchase and maintenance of (1) one 911 recording system for the Police Department, in the amount of Eighteen Thousand, Nine Hundred Twenty Seven Dollars (\$18,927), in substantially the form attached as Exhibit A and presented to the Council today, with such changes, insertions or omissions as may be approved by the City Manager and whose execution shall be conclusive evidence of such approval.

**THIS RESOLUTION** shall be effective immediately upon passage.

**PASSED** in regular session this 26<sup>th</sup> day of August, 2021.

**CITY OF PANAMA CITY BEACH**

By:   
Mark Sheldon, Mayor

**ATTEST:**

  
Lynne Fasone, City Clerk



Section 4 – Price Proposal



Price Proposal



Presentation Date: 06/24/2021  
Valid Until Date: 09/22/2021

Quote #: 002316  
Rev: 06/24/2021 03:36 PM

**Prepared For:**

Company: Panama City Beach Police Department  
Contact: Tabatha Haddle  
Install Address: 17110 Firenzo Ave.  
Panama City, FL 32413  
Phone: (850) 233-5000  
Email: thaddle@beachpolice.org

**Prepared By:**

Company: Replay Systems  
Contact: Ryan Hurley  
Address: 4800 N Federal Highway, Suite 101B  
Boca Raton, FL 33431  
Toll-Free: (800) 722-3472  
Phone: (954) 821-6870  
Email: ryan.hurley@replaysystems.com

**NOTES:** HigherGround Capture911 recording platform. All-in-One Server solution designed for recording and storage of (4) E-911 trunks, six (6) radio channels, and four (4) administrative phone lines.

Capture911 core software includes: Search & Retrieval, Redaction, Caller ID/ANI ALI, QA, Reports, Advanced Alarm Monitoring.

Software					
Quantity	Part Number	Description	List Price	Sales Price	Total Price
1	HG-NG911-CORE	NG Capture911 Core Software	\$2,573.00	\$2,573.00	\$2,573.00
14	HG-NG911-SWRI	NG Capture911 Channel License	\$341.00	\$341.00	\$4,774.00
<b>Subtotal:</b>					<b>\$7,347.00</b>

Hardware					
Quantity	Part Number	Description	List Price	Sales Price	Total Price
1	HG-SACTH-E024	24-Port Analog PCIe Tap Card	\$3,815.00	\$3,640.00	\$3,640.00
1	RPL-Cable15	15FT 25-Pair Cable	\$90.00	\$90.00	\$90.00
1	HG-P04B-300K-R1-2PWR-V10	4U PSAP Chassis, 13-8100, 16GB RAM, Windows 2019 Server, 2TB RAID 1, Redundant Power	\$5,700.00	\$5,700.00	\$5,700.00
<b>Subtotal:</b>					<b>\$9,430.00</b>

Services					
Quantity	Part Number	Description	List Price	Sales Price	Total Price
1	RPL-INSTALL-ONSITE/REMOTE	Replay Systems onsite/remote installation services per day plus travel expenses, if applicable (1 Day Only)	\$1,800.00	\$1,800.00	\$1,800.00
1	RPL-PM-DAY	Replay Systems project management per day plus travel expenses, if applicable (1 Day Only)	\$900.00	\$900.00	\$900.00
1	RPL-TRAINING-WEB	Replay Systems Web Training Per Half Day	\$500.00	\$500.00	\$500.00
<b>Subtotal:</b>					<b>\$3,200.00</b>

1st Year Warranty included with Purchase

Subtotal (Including additional services):	\$19,977.00
Trade-in:	\$1,500.00
Shipping and Handling:	\$450.00
<b>Grand Total:</b>	<b>\$18,927.00</b>



# DIAMOND LEVEL SERVICE AGREEMENT

Customer Agreement #: RPL-SA4-21-0439

This Service Agreement ("Agreement") is made and executed by and between Replay Systems, Inc. ("Replay") and Panama City Beach Police Department (hereinafter referred to as "Purchaser").

WHEREAS, Purchaser has purchased the Equipment and licensed the Software identified on the attached Appendix II (the "Equipment and Software"), and desires a service contract in connection with same, and

WHEREAS, Replay is in the business, among other things, of servicing items such as the Equipment and Software, and

WHEREAS, Purchaser is desirous of obtaining from Replay, and Replay is desirous of providing, a service contract for the Equipment and Software, on the terms and conditions contained herein,

NOW, THEREFORE, in exchange for the mutual promises, covenants, and consideration described herein, the parties hereto agree as follows:

1. **RECITALS**

The foregoing recitals are true and correct, and are incorporated herein by reference

2. **TERM**

The term of this Agreement (the "Term") shall be for a period of one (1) year commencing on Final Acceptance of System Installation Completion Date and shall automatically renew on the same terms and conditions, on an annual basis, for successive one (1) year terms unless either party notifies the other in writing of its intention not to renew at least thirty (30) days prior to the expiration of a Term.

3. **SERVICE**

For the services described herein Purchaser shall pay Replay a service fee (the "Service Fee") of \$3,390.00 per year, after first year warranty period, (provided, however, that for each one (1) year Term after the first one (1) year Term hereof, the Service Fee shall be subject to a cost-of-living increase of no greater than five percent (5%) of the Service Fee for the immediately preceding one (1) year Term).

Replay agrees to provide 24 hour telephone consultation and onsite support, 365 days a year.

Replay service technicians dispatched by the Replay service headquarters shall arrive at the Purchaser's place of business within 4 hours from notification by the customer of a known priority call and within 8 business hours for non-emergency calls or suspected failure of one or more pieces of the Equipment and Software covered by this agreement.

Replacement parts for the Equipment, if needed as a result of normal wear and tear or a defect in the Equipment, will be furnished and installed by Replay service personnel at no extra charge. The parts replaced shall become the property of Replay. If parts must be replaced due to causes other than defects or normal wear and tear, Replay shall charge, and Purchaser shall pay, the price in effect at the time for such parts and all reasonable expenses associated with Replay's cost to replace said parts.

Replacement parts (whether component parts, assemblies, subassemblies, or otherwise) may consist, in whole or in part, of new or refurbished items, at Replay's option.

In the event that a required part is not locally available and the failed part cannot be repaired by the local Replay service technician, parts will be shipped immediately by Replay or its supplier via 24-hour express service to arrive the next business morning (Monday through Friday), contingent on such notice being provided prior to 4:00 p.m. Eastern time.

When notification is received after this time, the parts will be shipped no later than the following business morning. Replay shall deliver and install, at no additional cost, hardware and Software Field Engineering Change Orders on the Equipment.

Under this Agreement, Replay resolves to work toward giving your Equipment and Software availability approaching 100%. To do this, Replay will require remote access to the recorder, but always with prior knowledge, written approval, and cooperation of Purchaser. If remote access is not permitted additional charges will apply. At such time, Replay may also make changes to the resident Software, but never in a way that would knowingly disrupt normal operations, violate security, or disturb Purchaser's records. In addition, Replay may, from time to time, recommend and initiate replacement of suspect component parts at no expense to Purchaser, but with Purchaser's planned cooperation regarding replacement work. This will always be done with every intention of minimizing disruption.

Finally, if Replay deems it advisable for a manufacturer's service technician to visit and perform machine or operational remediation on-site, such a trip will be initiated by Replay, but with the full knowledge and cooperation of Purchaser. If such a visit is necessitated as a result of Equipment or Software defect or normal wear and tear, the full expenses for such visit, including per diem, living expenses and all incidental costs relating either to the trip or the service work, will be the responsibility of Replay, with no cost to the Purchaser. In all other instances, Purchaser shall bear all costs and expenses associated with the visit. Purchaser shall maintain on-site environmental conditions as specified by Replay on-site representatives. These conditions will be within the common environmental range of all system components.

#### 4. TITLE

Title to all documentation and Software relating to the Equipment shall remain with Replay or its supplier, as applicable. Purchaser, as licensee, acknowledges that all such documentation and Software are proprietary and confidential, and will hold in confidence all such information, as well as information concerning maintenance and diagnostics. Purchaser shall have the right to use such Software as long as Purchaser owns the Equipment to which the Software relates, and agrees to hold in confidence all technical and trade secret information including, without limitation, the content of and information relating to Software, including source code, object code. Software updates supplied by Replay in respect thereto, all subsequent modifications of code made by Replay pursuant to maintenance and/or diagnostic evaluation, and all documentation relating to any of the foregoing. Purchaser ensures that access to such information will be limited to employees who must have access to use the Equipment and Software effectively. The terms, provisions, and obligations of this section 4 shall survive the termination of this Agreement.

#### 5. EXCLUSIONS

Replay's services to the Purchaser hereunder do not include:

- a. Electrical work external to the Equipment.
- b. Maintenance of accessories, attachments, machines, or devices other than the Equipment and Software and/or not furnished by Replay.
- c. Repair of damages resulting from: accident, neglect, negligence, intentional conduct, or misuse; fluctuations of temperature or humidity; failure of electrical power; lightning; causes other than ordinary use, or maintenance or repair of the Equipment and Software by persons other than Replay personnel or its authorized representatives.
- d. Painting or refinishing, making changes or modifications unrelated to a failure of the Equipment and Software, or performing services connected with relocation of Equipment and Software.
- e. Adding or removing accessories, attachments, or other devices.
- f. Services rendered impractical due to alterations to the Equipment and Software or because of electrical or other connections to the Equipment and Software not supplied by Replay.
- g. Any products or accessories deemed disposable items (i.e., headsets, tapes, DVDs, phone couplers, logger patches)
- h. Any items or services not specifically described in section 3, above.
- i. Customer provided servers



6. CHARGES

Charges for services provided under this Agreement are invoiced on an annual basis and are payable by Purchaser upon receipt of invoice. All other charges hereunder are likewise payable by Purchaser on receipt of invoice. Invoice amounts not paid by Purchase within thirty (30) days from the date of invoice shall be deemed delinquent, and shall be subject to a finance charge at the rate of 18% per annum, or the highest rate allowed by applicable law, whichever is lower. Furthermore, Replay's obligations hereunder during the Term, and during any renewal thereof, shall commence only after receipt of full payment by Purchaser of the invoice for said Term, and Replay may suspend service hereunder during any period in which payment of any invoice is delinquent. If the continuity of coverage under this Agreement (or between the date of termination of the original manufacturer's warranty and the date of commencement of the initial Term of this Agreement) is interrupted or suspended due to non-receipt of payment from the Purchaser, or for any reason other than an action or omission on the part of Replay, Replay may require an on-site evaluation of the Equipment and Software to determine the condition of the Equipment and Software before continuation of this Agreement goes into effect. The cost of parts, labor, and travel to conduct such an evaluation, and all expenses incurred in order to return the Equipment and Software to serviceable standards of operation as deemed necessary by Replay, will be responsibility of Purchaser.

7. OPTION TO REPLACE

Purchaser shall have the option, at any time during the Term hereof, to replace the Equipment and Software by purchasing from Replay such replacement Equipment and Software (if any) as may be then-offered by Replay. Should Purchaser exercise said option, (a) Replay shall sell such replacement Equipment and Software to Purchaser at a discounted rate from Replay's then-published prices for same, (b) this Agreement shall remain in effect, but shall be tolled during the original manufacturer's warranty period for the replacement Equipment and Software (if any), and (c) Appendix II hereof shall be deemed amended to substitute the replacement Equipment and Software for the Equipment and Software replaced.

8. GENERAL

- a. Replay's obligations hereunder are subject to delays caused by labor difficulties; fires; casualties and accidents; acts of the elements; acts of a public enemy; transportation difficulties; inability to obtain its Equipment and Software materials, or qualified labor sufficient to fill its orders; government interference or regulations; and other causes beyond Replay's control.
- b. Any or all of Replay's rights or obligations under this Agreement may be assigned by Replay with notice to the Purchaser, and, on such assignment, Replay shall be release of all obligations hereunder, which obligations shall be the responsibility of the assignee thereof.
- c. Replay reserves the right to modify or delete any term of this Agreement effective as of any anniversary date of the Agreement by giving at least thirty (30) days prior written notice to Purchaser. Purchaser may then elect to accept the Agreement with such modification(s) or deletion(s), or to terminate the Agreement. Failure by the Purchaser to terminate this Agreement in writing within the thirty (30) day notice period shall signify acceptance of the Agreement as amended.
- d. This agreement may be entered into and/or modified only by Replay's President and an authorized representative of Purchaser. Purchaser represents and warrants that the person executing this Agreement on behalf of Purchaser is duly authorized to take such action on behalf of Purchaser.
- e. **LIMITED WARRANTY AND LIMITATION OF LIABILITY. REPLAY'S LIABILITY TO PURCHASER HEREUNDER FOR DAMAGES OF ANY NATURE, WHETHER IN CONTRACT OR TORT, SHALL BE LIMITED TO, AND SHALL NOT EXCEED, THE MAXIMUM TOTAL CHARGES PAID OR PAYABLE BY PURCHASER TO REPLAY FOR SERVICES DURING ANY ONE YEAR UNDER THIS AGREEMENT. THIS IMPLIED WARRANTY AND LIMITATION OF LIABILITY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF "MERCHANTABILITY" OR "FITNESS FOR A PARTICULAR PURPOSE." IN NO EVENT SHALL REPLAY BE LIABLE FOR ANY LOST PROFITS, NOR FOR SPECIAL, OR INDIRECT DAMAGES.**
- f. No action arising out of or relating this Agreement, whether in contract or tort, including negligence, maybe brought by either party more than (1) year after the cause of action accrues; provided, however, that any action for nonpayment may be brought at any time within the applicable statute of limitations period.

# DIAMOND LEVEL SERVICE AGREEMENT

- g. Any controversy arising from this Agreement shall be governed by the laws of the State of Florida, and the litigation of any disputes arising out of this Agreement shall occur in the appropriate state or federal court located within Bay County, Florida or the Northern District of Florida.

## 9. GRANT LICENSE

The Software Product is licensed, not sold, and is intended for use by Purchaser as a single product. Its component parts may not be separated for use on more than one computer.

Purchaser may install and use the Software Product on any computer for which it has been assigned an Activation Key. The Software Product may not be rented, leased, loaned or distributed to any third party. However, the Software License may be permanently transferred provided that the recipient agrees to the terms of this Service Agreement.

Purchaser may make backup copies of the Software Product for all computers on which the Software Product is lawfully installed, for Purchaser's sole use and/or disaster recovery purposes.

Copyright notices must be maintained on the Software Product and all copies.

## 10. SCOPE OF SOFTWARE SERVICES

Replay agrees to provide Maintenance Services to keep the Software for Purchaser's Digital Voice Logging system in, or restore it to, good working order. Service will be performed during hours set forth in the Contract. Services requested or required by the Purchaser outside these hours will be charged at Replay's then current schedule of rates and will be in addition to the Charges contained in this agreement. Where the Purchaser requests additional services outside the scope of this agreement, Replay may provide those services at standard time and material rates and conditions then in effect.

Software Maintenance Services do not apply where a defect is caused by:

- Improper use;
- Failure by the Purchaser to provide a suitable physical environment;
- Alterations, amendments or attachments to the System that have not been approved in writing by Replay;
- Fire, flood, lightning, earthquake and any other events over which Replay has no control;
- Service work not performed by Replay.

## 11. SCOPE OF HARDWARE SERVICES

Replay agrees to provide the hardware Maintenance Services outlined herein to keep the server in good working condition for a period of five (5) years from the original date of purchase. Maintenance Services may be provided on servers outside of this period, or on Customer Provided Servers, at Replay's option only.

## 12. PUBLIC RECORDS

To the extent Replay is acting on behalf of City as stated in Section 119.0701, Florida Statutes, Replay shall:

- Keep and maintain public records required by City to perform the services under this Agreement;
- Upon request from City, provide City with a copy of the requested records or allow the records to be inspected or copied within a reasonable time and at a cost that does not exceed that provided in Chapter 119, Florida Statutes, or as otherwise provided by law;
- Ensure that public records that are exempt or confidential and exempt from public record requirements are not disclosed except as authorized by law for the duration of this Agreement and following completion or termination of this Agreement if the records are not transferred to City; and
- Upon completion or termination of this Agreement, transfer to City, at no cost, all public records in possession of Replay or keep and maintain public records required by City to comply with applicable public records law. If Replay transfers the records to City, Replay shall destroy any duplicate public records that are exempt or confidential and exempt. If Replay keeps and maintains the public records, Replay shall meet all applicable requirements for retaining public records. All records stored

## DIAMOND LEVEL SERVICE AGREEMENT

electronically must be provided to City upon request in a format that is compatible with the information technology systems of City.

- A request for public records regarding this Agreement must be made directly to City, who will be responsible for responding to any such public records requests. Replay will provide any requested records to City to enable City to respond to the public records request.

- Any material submitted to City that Replay contends constitutes or contains trade secrets or is otherwise exempt from production under Florida public records laws (including Chapter 119, Florida Statutes) ("Trade Secret Materials") must be separately submitted and conspicuously labeled "EXEMPT FROM PUBLIC RECORD PRODUCTION - TRADE SECRET." In addition, Replay must, simultaneous with the submission of any Trade Secret Materials, provide a sworn affidavit from a person with personal knowledge attesting that the Trade Secret Materials constitute trade secrets under Section 812.081, Florida Statutes, and stating the factual basis for same. If a third party submits a request to City for records designated by Replay as Trade Secret Materials, City shall refrain from disclosing the Trade Secret Materials, unless otherwise ordered by a court of competent jurisdiction or authorized in writing by Replay. Replay shall indemnify and defend City and its employees and agents from any and all claims, causes of action, losses, fines, penalties, damages, judgments and liabilities of any kind, including attorneys' fees, litigation expenses, and court costs, relating to the nondisclosure of any Trade Secret Materials in response to a records request by a third party.

**IF REPLAY HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119 , FLORIDA STATUTES, TO REPLAY'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850.233.5100), [lfasono@pcb.gov](mailto:lfasono@pcb.gov), 17007 PANAMA CITY BEACH PARKWAY, PANAMA CITY BEACH, FLORIDA 32413.**

### 13. E-VERIFY

*E-Verify Compliance.* As a condition precedent to entering into this AGREEMENT, and in compliance with Section 448.095, Fla. Stat., FRP and its subcontractors shall, register with and use the E-Verify system to verify work authorization status of all employees hired after January 1, 2021.

a. FRP shall require each of its subcontractors to provide FRP with an affidavit stating that the subcontractor does not employ, contract with, or subcontract with an unauthorized alien. FRP shall maintain a copy of the subcontractor's affidavit as part of and pursuant to the records retention requirements of this AGREEMENT.

b. The Client, FRP, or any subcontractor who has a good faith belief that a person or entity with which it is contracting has knowingly violated Section 448.09(1), Fla. Stat. or the provisions of this section shall terminate the contract with the person or entity.

c. The Client, upon good faith belief that a subcontractor knowingly violated the provisions of this section, but FRP otherwise complied, shall promptly notify FRP and FRP shall immediately terminate the contract with the subcontractor.

d. A contract terminated under the provisions of this section is not a breach of contract and may not be considered such. Any contract termination under the provisions of this section may be challenged pursuant to Section 448.095(2)(d), Fla. Stat. FRP acknowledges that upon termination of this AGREEMENT by the Client for a violation of this section by FRP, FRP may not be awarded a public contract for at least one (1) year. FRP further acknowledges that FRP is liable for any additional costs incurred by the Client as a result of termination of any contract for a violation of this section.

e. *Subcontracts.* FRP or subcontractor shall insert in any subcontracts the clauses set forth in this section, including this subsection, requiring the subcontractors to include these clauses in any lower tier subcontracts. FRP shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in this section.

**DIAMOND LEVEL SERVICE AGREEMENT**

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This Agreement replaces and supersedes any previous service agreement between the parties, and constitutes the entire Agreement between the parties with respect to the subject matter hereof.

IN WITNESS WHEREOF, the parties have executed this Agreement by their duly authorized representatives on the day and year set forth below.

SELLER:

REPLAY SYSTEMS, INC.  
4800 N FEDERAL HIGHWAY SUITE 104B  
BOCA RATON, FL 33431

BY: \_\_\_\_\_

SCOTT HURLEY, PRESIDENT

DATE: \_\_\_\_\_

PURCHASER:

PANAMA CITY BEACH POLICE DEPT.  
17110 FIRENZA AVE  
PANAMA CITY, FL 32413

BY: \_\_\_\_\_

PRINTED NAME/TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_



APPENDIX I

HOLIDAY SCHEDULE

Holiday

New Year's Day

President's Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day after Thanksgiving

Christmas Eve

Christmas Day

\*\*Holiday Schedule does not apply to Diamond Level Service Agreements \*\*

APPENDIX II

Hardware, Software and voice cards as listed below:

Quantity	Part #	Description
1	HG-NG911-CORE	NG Capture911 Core Software
14	HG-NG911-SWRL	NG Capture911 Channel License
1	HG-SACH-E024	24-Port Analog PCIe Tap Card
1	RPL-CABLE15	15ft 25-Pair Cable
1	HG-P048-300K-R1-2PWR-V10	4U PSAP Chassis, i3-8100, 16GB RAM, Windows 2019 Server, 2TB RAID 1, Redundant Power

Recording Solutions

Per the RFP, scoring for each responding firm was determined using the assigned points for each of the referenced criteria elements:

CRITERIA ELEMENTS	POINTS AVAILABLE	Word Systems					Kova Corp	QRS	Repl: System
		PER PERSON	Exacom	RevCord	Sound Comm.	Word Systems			
Cost of Services	40	100	82	120	113	82	103	101	
Experience with similar systems	25	75	70	50	54	70	65	75	
Quality of Project Approach, methodology, timeline	15	45	35	36	37	45	25	41	
Demonstrated understanding and problematic approach	10	30	30	25	27	30	27	29	
References and Recommendations from past clients	10	30	28	0	0	16	29	30	
<b>TOTAL SCORE</b>	<b>100</b>	<b>300</b>	<b>245</b>	<b>231</b>	<b>241</b>	<b>243</b>	<b>249</b>	<b>277</b>	

Ranking based upon overall scores

1. Replay Systems
2. QRS
3. Exacom
4. Kova Corp
5. Sound Comm

Ranking based upon Cost

1. RevCord
2. Sound Comm
3. QRS
4. Replay
5. Word

	Word Systems	Exacom	RevCord	Sound Comm.	Kova Corp	QRS	Repl: System
\$20,378.00	\$25,399.85	\$15,928.03	\$16,853.10	\$24,533.00	\$18,567.00	\$18,927	
78%	68%	100%	95%	69%	86%	84%	
31	27	40	38	27	34	34	
\$4,107.00	\$7,486.70	\$6,685.54	\$3,994.20	\$9,682.00	\$6,998.00	\$6,781	
\$24,435.00	\$30,886.55	\$22,613.57	\$20,847.30	\$34,215.00	\$25,565.00	\$35,708	

Cost Element

Ranking based Experience, Quality of RFP, Understanding and References

1. Replay Systems
2. Exacom
3. Kova Corp
4. QRS
5. Word

145	163	111	128	161	146	1
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**Recording Solutions**

Per the RFP, scoring for each responding firm was determined using the assigned points for each of the reference criteria elements:

CRITERIA ELEMENTS	POINTS AVAILABLE					Word Systems	Exacom	RevCard	Sound Comm.	Kova Corp	QRS	Repl. Syste
	PER PERSON	TOTAL										
Cost of Services	40	120	94	82	113	82	103	101				
Experience with similar systems	25	75	65	70	54	70	65	75				
Quality of Project Approach, methodology, timeline	15	45	45	35	37	45	35	42				
Demonstrated understanding and problematic approach	10	30	25	30	27	30	27	29				
References and Recommendations from past clients	10	30	10	28	0	16	29	30				
<b>TOTAL SCORE</b>	<b>100</b>	<b>300</b>	<b>239</b>	<b>245</b>	<b>241</b>	<b>243</b>	<b>249</b>	<b>277</b>				

Ranking based upon overall scores

1. Replay Systems
2. QRS
3. Exacom
4. Kova Corp
5. Sound Comm

Ranking based upon Cost

1. RevCard
2. Sound Comm
3. QRS
4. Replay
5. Word

	Cost Element						
\$40,378.00	\$15,928.03	\$23,999.55	\$15,852.10	\$24,533.00	\$18,567.00	\$18,927	
78%	100%	58%	95%	69%	86%	84%	
31	40	27	38	27	34	34	
\$4,107.00	\$5,685.54	\$7,485.70	\$3,994.20	\$9,632.00	\$6,998.00	\$6,781	
\$24,485.00	\$22,513.57	\$30,886.55	\$20,847.30	\$34,215.00	\$25,565.00	\$25,708	

Ranking based Experience, Quality of RFP, Understanding and References

1. Replay Systems
2. Exacom
3. Kova Corp
4. QRS
5. Word

145	163	111	128	161	146		
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July 12, 2021

RFP21-14- 9-1-1 Recording Solutions

There were 7 qualified proposals received through DemandStar on July 1, 2021.

Exacom

Kova Corp

QRS

Replay Systems

RevCord

Sound Communications

Word Systems

A committee meeting was held at the City Hall Conference Room at 17007 Panama City Beach Parkway, Panama City Beach, FL 32413 to calculate total scores and discuss the top vendors. Each committee member was provided a scoring sheet prior to the committee meeting and instructed not to discuss anything about these vendors or their scores until the committee met on July12, 2021.

The Scoring Committee consisted of:

Mike Elias

Tabatha Haddle

Jose Salcido

Tina Kunst – Purchasing Manager took notes from the scoring committee meeting.

Jose Salcido spoke first and said Replay Systems provided the best references and most inclusive submittal package than the rest of them. He stated Replay is the current provider for the PCB Police Department and they have been providing great service with them. He felt that although QRS scored second, he felt they lacked some detail in their submittal.

Jose’s scoring ranking was:

- 1. Replay Systems
- 2. QRS
- 3. Kova Corp

Mike Elias stated that he mimicked Jose’s comments on Replay systems. He also expresses his concerns with Exacom only allowing 2 concurrent users. Although Sound Communications came in third on his scoring, he was deterred by their lack of references and non-specific timeline.



Mike's total scoring ranking was:

- 1. Replay Systems
- 2. Exacom
- 3. Sound Communication/RevCord

Tabatha Haddle's commented on Replay Systems first. She stated she liked how they provided additional features at no additional cost. She also stated that Replay's customer support through phone or email has been great. She mirrored Joe's comments on QRS with their submittal lacking detail. She also like Exacom but their costs were substantially higher and had a lengthier timeline.

Tabatha's total scoring ranking was.

- 1. Replay Systems
- 2. Word Systems
- 3. QRS

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Ranking based on Overall Scores

- 1. Replay Systems
- 2. QRS
- 3. Exacom
- 4. Kova Corp

Ranking based on Cost only.

- 1. RevCord
- 2. Sound Communicaton
- 3. QRS
- 4. Replay Systems

Ranking based upon all scores except cost.

- 1. Replay Systems
- 2. Exacom
- 3. Kova Corp
- 4. QRS

The Purchasing Manager asked all candidates who they chose as their top pick. The committee members unanimously voted Replay Systems.