UBJECT: CISCO FLEX PLAN FOR CONTACT CENTER AND BUSINESS PHONE SYSTEM

BID #: XF-0338-22

OPEN DATE: 2022-03-16

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: FIXED QUANTITY – PERIOD OF SERVICE WILL BE A FOUR (4) YEAR TERM FROM THE DATE OF AWARD

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: ALL OR NONE TO THE LOWEST RESPONSIVE, RESPONSIBLE BIDDER

NUMBER OF BIDS INVITED: 17 **NUMBER RECEIVED:** 2 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval of award to the sole responsive, responsible bidder PRESIDIO NETWORKED SOLUTIONS LLC in the amount of $976,320.00 for CISCO FLEX PLAN FOR CONTACT CENTER AND BUSINESS PHONE SYSTEM. This is a one-time purchase. Period of service will be a four (4) year term from date of award.

Funding Sources: 53101.113002.546620.000000.00000736.00000.0000000, to be executed by formal contract through the Office of General Counsel and process by purchase order(s).

Attachments: Recommendation Memo, Bid Tabulation Sheets, Terms and Conditions, Specifications

ANALYST: _____
RUBEN OLA

RESPECTFULLY SUBMITTED: _____
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of Information Technologies Division/CIO

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

INFORMATION TECHNOLOGIES DIVISION

CITY OF JACKSONVILLE

DATE: March 21, 2022

TO: Greg Pease, Chief of Procurement Division

THRU: Kenneth E. Lathrop, Chief of Information Technologies / CIO

Kenneth E. Lathrop — Digitally signed by Kenneth E. Lathrop Date: 2022.03.24 07:41:29 -04'00'

FROM: Thomas Ossi, Technology Contract and Records Manager

THOMAS OSSI — Digitally signed by THOMAS OSSI Date: 2022.03.21 12:32:28 -04'00'

RE: **XF-0338-22 CISCO FLEX PLAN FOR CONTACT CENTER AND BUSINESS PHONE SYSTEM**

Information Technologies Division (ITD) submitted an RFP to Procurement Division for solicitation of Cisco Flex Plan for Contact Center and Business Phone System, Bid # XF-0338-22.

Procurement Division received one (1) supplier response and zero (0) no bids with an open date of March 16, 2022. The Procurement Division forwarded the bid tabulation sheet and the bid response to the Information Technologies Division for review.

ITD Management recommends awarding the bid to the only lowest responsive, responsible bidder Presidio Networked Solutions, LLC in the amount of $976,320.00 for a four (4) year term. Upon award approval, ITD will request a formal contract through the Office of General Counsel.

FUNDING SOURCE:53101.113002.546620.000000.00000736.00000

Your favorable consideration of ITD's request is appreciated.

Tracy Geake — Digitally signed by Tracy Geake Date: 2022.03.23 16:51:37 -04'00'

Attachment: Bid Tabulation Sheet

CC: Jeremy McDaniel, Network and Telecom Infrastructure Manager
Bill Costa, Technology Infrastructure Manager
Elizabeth Brown, IT Operations Manager
Andre Conyers, IT Contract Administrator

BID TABULATION SHEET

TITLE: CISCO FLEX PLAN FOR CONTACT CENTER AND BUSINESS PHONE SYSTEM
BID NO.: XF-0338-22
OPEN DATE: March 16, 2022
ANALYST: RUBEN OLA
No. Invited: (17) No. Received (1) No Bids: (0)
Bid Recorder: M. PIERCE Announcer: P. MITCHELL

ITEM	DESCRIPTION	QUANTITY	PRESIDIO NETWORKED SOLUTIONS LLC								
			PRICE EACH	PRICE PER YEAR	EXT. PRICE FOR FOUR (4) YEARS	PRICE EACH	PRICE PER YEAR	EXT. PRICE FOR FOUR (4) YEARS	PRICE EACH	PRICE PER YEAR	EXT. PRICE FOR FOUR (4) YEARS
1	Basic Support for Flex Plan (Contact Center), SVS-FLEX-SUPT-BAS	1	$ -	$ -	$ -						
2	Flex CC On-Premises UCCX Premium Concurrent Agent, A-FLEX-PJXPC	52	$ 25.80	$ 16,099.20	$ 64,396.80						
3	Flex CC On-Premises UCCX Standard Concurrent Agent, A-FLEX-PJXSC	208	$ 19.80	$ 49,420.80	$ 197,683.20						
4	Collaboration Support Services - Basic Support (Business Phone System), SVS-FLEX-SUPT-BAS	1	$ -	$ -	$ -						
5	EntW On-Premises Calling Tier 2, A-FLEX-EAPL2	4000	$ 3.72	$ 178,560.00	$ 714,240.00						
				$ 244,080.00	$ 976,320.00						
		GRAND TOTAL:	$ 976,320.00								
		TERMS:	NET 0% DISC 30 DAYS								
		DELIVERY (Business Days):	1-2 DAYS								
		CONFLICT OF INTEREST:	✓								
		ADDENDUM (S) (1):	✓								
		NOTES:									

TERMS AND CONDITIONS

CISCO FLEX PLAN FOR CONTACT CENTER AND BUSINESS PHONE SYSTEM

1. SCOPE

The purpose of this solicitation is to purchase a Cisco Support Flex Plan for City of Jacksonville's Contact Center and Business Phone System. This Invitation To Bid (ITB) is to allow the City of Jacksonville to enter into a contract with a Cisco Gold Partner Member to provide licensing and support for Cisco voice infrastructure equipment.

Cisco Contact Center

Cisco Collaboration Flex Plan Contact Center is a single subscription that gives COJ access to Cisco contact center products and services.

Voice Cisco Business Phone System (Flex)

Cisco Unified Communications Manager is the core call control application of our on-premises collaboration portfolio. It provides reliable, highly secure, scalable, and efficient enterprise phone capabilities.

2. AWARD

Award will be **ALL OR NONE** to the lowest responsive, responsible bidder grand total amount. Bidders must bid on all items to be considered for award. ALL awards are subject to the availability of funds.

As per Section 126.114 of the City of Jacksonville Ordinance Code, preference will be given to a responsive and responsible vendor offering American manufactured, assembled, or produced goods, and who is within 5% of the lowest responsive and responsible bidder. To receive this preference, the bidder must complete the attached Buy American Preference Compliance Certificate and attach supporting documentation and/or evidence attesting that at least 51% offered in the bid response is manufactured, assembled or produced in the United States.

a. Bidder is not required to submit for the Buy American Preference. Bidders may quote items less than 51% American made but will not be eligible for the preference.

b. Restrictions and exemptions may apply. Please refer to Section 126.114 for specifics.

3. TERM OF AGREEMENT

This is a one-time purchase. The term of this agreement will be a four (4) year term from date of award.

4. MINIMUM REQUIREMENTS

Bidders should submit or comply with the following requirements; failure to submit any of these requirements may be grounds for rejection:

a. The Contractor shall provide all business licenses required by local, state, and federal law as applicable.

b. Contractor must be an authorized Cisco Partner.

5. STATE CONTRACTS

The City reserves the right to utilize contracts established by the State of Florida and or other governmental agencies for item(s)/service(s) covered under this bid. The city reserves the right to cancel this contract in whole or in part for such item(s)/service(s).

SPECIFICATIONS

CISCO FLEX PLAN FOR CONTACT CENTER AND BUSINESS PHONE SYSTEM

- ***Please see the Bid Proposal Form for specific description and part number Information.***
- ***NO SUBSTITUTIONS on ANY of the listed items for bid.***
- ***Authorized Cisco Partners Only***