9

SUBJECT: DELL SERVER MAINTENANCE RENEWAL

BID #: SC-0314-22 **OPEN DATE: 03/02/2022**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: One-Time Purchase

AGENCY: Jacksonville Sheriff's Office

BASIS OF AWARD: All or None, to the lowest responsive, responsible bidder

NUMBER OF BIDS INVITED: 34 **NUMBER RECEIVED:** 3 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS: Recommend approval to rescind award to The Jasper Group International, Inc., as supplier withdrew their bid citing they are unable to perform the scope of services as set out in the bid specification.

Recommend approval of award to CDW Government, LLC as the next lowest responsive, responsible bidder for Dell Server Maintenance for the Jacksonville Sheriff's Office. Total estimated award not to exceed $90,073.25.

Funding for this award to be encumbered by account 00111.552104.546620.000000.00000000.00000.0000000, to be executed by purchase order.

Attachments: Recommendation Memo, Tabulation Sheet, Terms and Conditions, Specifications and Requirements, Previous Award, Award Rescission Letter

Analyst: O Wallace-Cohen
OLIVE WALLACE-COHEN

RESPECTFULLY SUBMITTED:
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: DERRICK LEWIS, DIRECTOR OF POLICE SERVICES

(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 _____

Jacksonville Sheriff's Office

MIKE WILLIAMS, SHERIFF

Serve • Protect • Community

To: Gregory Pease
Chief of Procurement

Thru: Bill Clement, CPA
Chief of Budget

From: Delores O'Neal CHIEF J. LINDHAM FOR DIRECTOR O'NEAL
Director of Police Services 04-25-22

Subject: SC-0314-22 Dell Server Hardware Maintenance Renewal

Date: April 25, 2022

We are requesting to rescind the award on bid #SC-0314-22 Dell Server Hardware Maintenance Renewal with The Jasper Group International, Inc., as they are unable to perform the scope of services in the bid. We are requesting to award the next lowest responsive, responsible bidder, CDW Government, LLC, in the amount of $ 90,073.25, from account number 00111.552104.546620.000000.00000000.00000. The purchase will be made via a purchase order. Please see the attached e-mail from The Jasper Group International, Inc., stating that they are withdrawing their bid submission. We are also attaching the e-mail from CDWG stating they will honor their pricing.

Please let me know if you require any additional information. Thank you for your assistance.

Baines, Deidra B.

From: Hall, Steve J.
Sent: Monday, April 25, 2022 10:05 AM
To: Baines, Deidra B.
Subject: Fwd: Dell Maintenance for Jacksonville Sheriff's Office.....

Sent from my iPhone

Begin forwarded message:

> **From:** pculmone@thejaspergroup.net
> **Date:** April 25, 2022 at 9:26:44 AM EDT
> **To:** "Hall, Steve J." <Steve.Hall@jaxsheriff.org>
> **Subject: Dell Maintenance for Jacksonville Sheriff's Office.....**
>
> ******EXTERNAL EMAIL SOURCE******
>
> *This email was sent from a non-JSO account. Do not open any links or any attachments unless you trust the sender and know the content is safe.*
>
> Steve:
>
> After our phone conversation last week, I decided to reach out to Dell about firmware upgrades, making sure that we could assist in this manner. It seems that Dell has tightened their policy concerning firmware. Only Dell Direct will be able to provide firmware updates as they are proprietary. Since this is the case, The Jasper Group respectfully withdraws its' bid to the City of Jacksonville, effective immediately....as we cannot perform the contract to 100% efficiency.
>
> This also means that our invoice, 4420, is null and void. Because we have not been paid for services, there are zero dollars to be returned.
>
> Work was performed at TierPoint last week at our cost. No compensation is needed for that work.
>
> Spare parts were also left at TierPoint. The Jasper Group has decided to donate those spare parts to Jacksonville Sheriff's Office.....to do whatever they wish with that equipment.
>
> I apologize for the inconvenience. However, we wanted to rectify the situation before a conflict occurred. If you should have any questions, please call me at (561)278-1959 or email me at pculmone@thejaspergroup.net.
>
> Sincerely,
>
> *Phillip Culmone*

THE
JASPER
GROUP

131 NE 7th Ave.
Delray Beach, FL 33483

Phone: (561)278-1959
Fax: (561)278-2662

Baines, Deidra B.

From: John Vrablik <johnvra@cdwg.com>
Sent: Monday, April 25, 2022 11:06 AM
To: Baines, Deidra B.
Subject: RE: SC-0314-22 Dell Server Hardware Maintenance Bid

******EXTERNAL EMAIL SOURCE******

This email was sent from a non-JSO account. Do not open any links or any attachments unless you trust the sender and know the content is safe.

Hey Deidra, CDW is able to honor our original bid offering. If JSO would like to move forward with CDW's response, we can honor our original offering.

Thank you for double checking!

John Vrablik | Executive Account Manager | CDWG State and Local SE | www.cdwg.com
P. 877-466-6333 | F. 312 705 9184 | johnvra@cdwg.com

From: Baines, Deidra B. <Deidra.Baines@jaxsheriff.org>
Sent: Monday, April 25, 2022 9:50 AM
To: John Vrablik <johnvra@cdwg.com>
Subject: SC-0314-22 Dell Server Hardware Maintenance Bid
Importance: High

EXTERNAL EMAIL

John,

CDWG submitted a response to our bid SC-0314-22 Dell Server Maintenance that was due on 03/02/2022. It was awarded to the apparent low bidder, The Jasper Group International, Inc. The apparent low bidder cannot perform the work that is covered under the bid specifications. Will CDWG hold their pricing on their submission in order for us to now award to CDWG as the lowest responsive, responsible supplier? I am attaching a copy of the bid submission documents that were sent in response to the bid.

Let me know if you have any questions.

Thanks,

Deidra Baines, #69081
Procurement Manager
Jacksonville Sheriff's Office | Budget Division
Office: 904.630.2217 | Desk: 904.630.5970| Fax: 904.630.2772
Deidra.Baines@jaxsheriff.org

Connect with us: jaxsheriff.org or on social media
The Mission of the Jacksonville Sheriff's Office: "To Serve and Protect in Partnership with Our Community"

ONE CITY. ONE JACKSONVILLE.

City of Jacksonville, Florida

Lenny Curry, Mayor

Procurement Division
Ed Ball Building
214 N. Hogan Street, Suite 800
Jacksonville, Florida 32202

NOTIFICATION OF RECOMMENDED BID RESCISSION

April 25, 2022

The Jasper Group International, Inc.,
13 Northeast 7th Avenue
DELRAY BEACH, FL 33483
Email: pculmone@thejaspergroup.net

BID#: SC-0314-22 **DATE OPENED: 03/02/2022**

SUBJECT: DELL SERVER MAINTENANCE

REASON FOR RECOMMENDED REJECTION/RESCISSION:

Award dated April 11, 2022 (PO 640159-22) is hereby rescinded as The Jasper Group International, Inc., has withdrawn their bid because they are unable to perform the scope of the services per bid specification.

BUYER'S SIGNATURE: Olive Wallace-Cohen

TERMS AND CONDITIONS

DELL SERVER MAINTENANCE

1. SCOPE

The Jacksonville Sheriff's Office of the City of Jacksonville, Florida, is currently accepting bids to obtain source(s) for the Maintenance of Dell Servers as outlined in the bid documents provided. The purpose of this bid invitation is to obtain information about your firm and its ability to provide the required services and to obtain pricing commitments for **Dell Server Maintenance**.

2. AWARD

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

3. TERM OF AGREEMENT

One-time purchase

4. PRE-BID CONFERENCE

Not Applicable

5. REQUIREMENTS

Vendor **MUST** be an authorized dealer/reseller/distributor of equipment/software and specifically must be a Dell Server certified reseller. **Submit proof with bid submittal.**

6. STATE CONTRACTS

Not applicable

7. QUANTITIES

Quantities indicated reflect the estimated quantities to be purchased and are subject to fluctuation in accordance with actual requirements. The City reserves the right to purchase more than the estimated quantities listed or not to make any purchase against this bid if it so deems necessary.

8. PRICES

All unit prices shall include freight, delivery and handling charges to the delivery locations as outlined in the bid documents.

9. ESCALATION/DE-ESCALATION

Not Applicable

10. DELIVERY

Delivery will be made to the Police Memorial Building, Police Supply, 501 East Bay Street, Catherine Street Loading Dock, Jacksonville, FL 32202. **All deliveries must be scheduled a minimum of one business day in advance.** Contact Chris Burns - 904-630-7426. A packing slip shall accompany all shipments, which shall indicate, at a minimum, the following; purchase order number, item number and description, date of shipment, quantity ordered and shipped, unit prices and unit of measure.

11. PICK UP AND RETURNS

The City reserves the right to return an order in whole or in part if the merchandise is not in compliance with the bid specifications. The City or its agencies will determine compliance with bid specifications. Pick up and returns will be made within 48 hours of notification at no charge to the City or its agencies.

12. COMPLIANCE WITH SPECIFICATIONS

The bidder, by affixing their signature to the bid form submitted, agrees to provide items(s) in accordance with the bid documents provided. Bid only a single offering for each bid item. Multiple offerings, alternates (unless stated) and or stipulations may be cause for bid rejection. Bid only on forms provided herein unless otherwise stated. Bid submissions shall be in ink or typewritten. All corrections must be initialed.

13. SUPPLIER ACCESSIBILITY

The City or its representative must be able to contact, during normal business hours, by telephone or email any supplier providing goods or services to the City or its agencies. Any supplier accessibility requirements outlined in the specifications supersede this section.

14. REPORTING

The City may request, during the term of this bid, reports including but not limited to; usage, pricing and delivery. Suppliers will be required to provide reports requested in hard copy and electronic format as required.

15. INVOICING

Invoices will be issued once supplies/services are delivered and/or rendered to the City of Jacksonville or its agencies. At a minimum, invoices must include the purchase order number, item number and description, date of shipment, quantity ordered and shipped, unit prices, unit of measure and extended totals. Payment terms are Net 30 days. All original invoices shall be submitted to: City of Jacksonville, General Accounting Division, 117 West Duval Street, Suite 375, Jacksonville, Florida, 32202.

16. INSURANCE / INDEMNIFICATION

Each supplier shall maintain, for the entire term of this bid, current insurance coverage as stated in the bid documents. All insurance certificates shall list the City of Jacksonville as an additional insured. A copy of the insurance certificate must be submitted within ten (10) days of award notice. Bid number should be listed on the insurance certificate.

Specifications and Requirements

DELL SERVER MAINTENANCE

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

Service Tag #	Model	Service Contract Type	Ship Date	Service Contract Expiration	Service Contract Type	Service Contract Description	New Contract End Date	QTY
GYPHHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	S9	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch	11/30/2022	1
GYPHHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	P+	ProSupport Plus: Mission Critical 7x24 Technical Support	11/30/2022	1
GYPHHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	KK	Keep Your Hard Drive	11/30/2022	1
GYNJHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/22/2017	11/30/2021	S9	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch	11/30/2022	1
GYNJHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/22/2017	11/30/2021	P+	ProSupport Plus: Mission Critical 7x24 Technical Support	11/30/2022	1
GYNJHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/22/2017	11/30/2021	KK	Keep Your Hard Drive	11/30/2022	1
GYNKHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/22/2017	11/30/2021	S9	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch	11/30/2022	1
GYNKHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/22/2017	11/30/2021	P+	ProSupport Plus: Mission Critical 7x24 Technical Support	11/30/2022	1
GYNKHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/22/2017	11/30/2021	KK	Keep Your Hard Drive	11/30/2022	1
GYPGHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	S9	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch	11/30/2022	1
GYPGHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	P+	ProSupport Plus: Mission Critical 7x24 Technical Support	11/30/2022	1
GYPGHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	KK	Keep Your Hard Drive	11/30/2022	1
GYNMHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	S9	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch	11/30/2022	1

GYNMHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	P+	ProSupport Plus: Mission Critical 7x24 Technical Support	11/30/2022	1
GYNMHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	KK	Keep Your Hard Drive	11/30/2022	1
GYPJHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	S9	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch	11/30/2022	1
GYPJHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	P+	ProSupport Plus: Mission Critical 7x24 Technical Support	11/30/2022	1
GYPJHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	KK	Keep Your Hard Drive	11/30/2022	1
GYNLHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/22/2017	11/30/2021	S9	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch	11/30/2022	1
GYNLHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/22/2017	11/30/2021	P+	ProSupport Plus: Mission Critical 7x24 Technical Support	11/30/2022	1
GYNLHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/22/2017	11/30/2021	KK	Keep Your Hard Drive	11/30/2022	1
GYGKHL2	EqualLogic XC430 Upgrades and Extensions	S9	9/26/2017	11/30/2021	S9	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch	11/30/2022	1
GYGKHL2	EqualLogic XC430 Upgrades and Extensions	S9	9/26/2017	11/30/2021	P+	ProSupport Plus: Mission Critical 7x24 Technical Support	11/30/2022	1
GYGKHL2	EqualLogic XC430 Upgrades and Extensions	S9	9/26/2017	11/30/2021	KK	Keep Your Hard Drive	11/30/2022	1
GYGLHL2	EqualLogic XC430 Upgrades and Extensions	S9	9/26/2017	11/30/2021	S9	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch	11/30/2022	1
GYGLHL2	EqualLogic XC430 Upgrades and Extensions	S9	9/26/2017	11/30/2021	P+	ProSupport Plus: Mission Critical 7x24 Technical Support	11/30/2022	1
GYGLHL2	EqualLogic XC430 Upgrades and Extensions	S9	9/26/2017	11/30/2021	KK	Keep Your Hard Drive	11/30/2022	1
GYGJHL2	EqualLogic XC430 Upgrades and Extensions	S9	9/26/2017	11/30/2021	S9	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch	11/30/2022	1
GYGJHL2	EqualLogic XC430 Upgrades and Extensions	S9	9/26/2017	11/30/2021	P+	ProSupport Plus: Mission Critical 7x24 Technical Support	11/30/2022	1

GYGJHL2	EqualLogic XC430 Upgrades and Extensions	S9	9/26/2017	11/30/2021	KK	Keep Your Hard Drive	11/30/2022	1
GYNGHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	S9	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch	11/30/2022	1
GYNGHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	P+	ProSupport Plus: Mission Critical 7x24 Technical Support	11/30/2022	1
GYNGHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	KK	Keep Your Hard Drive	11/30/2022	1
GYMMHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	S9	ProSupport Plus: Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch	11/30/2022	1
GYMMHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	P+	ProSupport Plus: Mission Critical 7x24 Technical Support	11/30/2022	1
GYMMHL2	EqualLogic XC730xd Upgrades and Extensions	S9	9/24/2017	11/30/2021	KK	Keep Your Hard Drive	11/30/2022	1
4DZ5XQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/6/2018	12/1/2021	PQ	ProSupport Plus and 4Hr Mission Critical Variable	11/30/2022	1
4DZ5XQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/6/2018	12/1/2021	KH	Keep Your Hard Drive For Enterprise Variable	11/30/2022	1
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GH7DXQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/21/2018	12/1/2021	KH	Keep Your Hard Drive For Enterprise Variable	11/30/2022	1
GH79XQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/21/2018	12/1/2021	PQ	ProSupport Plus and 4Hr Mission Critical Variable	11/30/2022	1
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GH6Q0Q2	Dell EMC XC740xd Upgrades and Extensions	4U	7/21/2018	12/1/2021	PQ	ProSupport Plus and 4Hr Mission Critical Variable	11/30/2022	1
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GH7BXQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/21/2018	12/1/2021	PQ	ProSupport Plus and 4Hr Mission Critical Variable	11/30/2022	1
GH7BXQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/21/2018	12/1/2021	KH	Keep Your Hard Drive For Enterprise Variable	11/30/2022	1
4DZ4XQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/6/2018	12/1/2021	PQ	ProSupport Plus and 4Hr Mission Critical Variable	11/30/2022	1
4DZ4XQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/6/2018	12/1/2021	KH	Keep Your Hard Drive For Enterprise Variable	11/30/2022	1
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GH7CXQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/21/2018	12/1/2021	PQ	ProSupport Plus and 4Hr Mission Critical Variable	11/30/2022	1
GH7CXQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/21/2018	12/1/2021	KH	Keep Your Hard Drive For Enterprise Variable	11/30/2022	1
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4F06XQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/6/2018	12/1/2021	PQ	ProSupport Plus and 4Hr Mission Critical Variable	11/30/2022	1
4F06XQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/6/2018	12/1/2021	KH	Keep Your Hard Drive For Enterprise Variable	11/30/2022	1
GH7FXQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/21/2018	12/1/2021	PQ	ProSupport Plus and 4Hr Mission Critical Variable	11/30/2022	1
GH7FXQ2	Dell EMC XC740xd Upgrades and Extensions	4U	7/21/2018	12/1/2021	KH	Keep Your Hard Drive For Enterprise Variable	11/30/2022	1

9DNCMR2	Dell EMC XC740xd Upgrades and Extensions	NU	10/3/2018	12/1/2021	PQ	ProSupport Plus and 4Hr Mission Critical Variable	11/30/2022	1
9DNCMR2	Dell EMC XC740xd Upgrades and Extensions	NU	10/3/2018	12/1/2021	KH	Keep Your Hard Drive For Enterprise Variable	11/30/2022	1
DPFM9T2	Dell EMC XC740xd Upgrades and Extensions	NU	1/20/2019	12/1/2021	PQ	ProSupport Plus and 4Hr Mission Critical Variable	11/30/2022	1
DPFM9T2	Dell EMC XC740xd Upgrades and Extensions	NU	1/20/2019	12/1/2021	KH	Keep Your Hard Drive For Enterprise Variable	11/30/2022	1
9DP7MR2	Dell EMC XC740xd Upgrades and Extensions	NU	10/3/2018	12/1/2021	PQ	ProSupport Plus and 4Hr Mission Critical Variable	11/30/2022	1
9DP7MR2	Dell EMC XC740xd Upgrades and Extensions	NU	10/3/2018	12/1/2021	KH	Keep Your Hard Drive For Enterprise Variable	11/30/2022	1
9DP6MR2	Dell EMC XC740xd Upgrades and Extensions	NU	10/3/2018	12/1/2021	PQ	ProSupport Plus and 4Hr Mission Critical Variable	11/30/2022	1
9DP6MR2	Dell EMC XC740xd Upgrades and Extensions	NU	10/3/2018	12/1/2021	KH	Keep Your Hard Drive For Enterprise Variable	11/30/2022	1

Baines, Deidra B.

From: Wallace Cohen, Olive <OWCohen@coj.net>
Sent: Friday, March 11, 2022 8:12 AM
To: Baines, Deidra B.
Subject: FW: SC-0314-22 - DELL SERVER MAINTENANCE

****EXTERNAL EMAIL SOURCE****
This email was sent from a non-JSO account. Do not open any links or any attachments unless you trust the sender and know the content is safe.

Hi Deidra:

Please see response below from Supplier.

Best Regards,

Olive Wallace-Cohen
Purchasing Analyst
214 N. Hogan Street (8th Floor)
Jacksonville, FL 32202
Phone: 904-255-8816
E-mail: OWCohen@coj.net

CITY OF JACKSONVILLE

"Please note that under Florida's very broad public records law, email communications to and from City officials are subject to public disclosure."

From: pculmone@thejaspergroup.net <pculmone@thejaspergroup.net>
Sent: Friday, March 11, 2022 7:47 AM
To: Wallace Cohen, Olive <OWCohen@coj.net>
Subject: RE: SC-0314-22 - DELL SERVER MAINTENANCE

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Olive:

We have replied to your questions below....

Sincerely,

Phillip Culmone

THE JASPER GROUP

131 NE 7th Ave.
Delray Beach, FL 33483

Phone: (561)278-1959
Fax: (561)278-2662

From: Wallace Cohen, Olive <OWCohen@coj.net>
Sent: Thursday, March 10, 2022 3:15 PM
To: pculmone@thejaspergroup.net
Cc: Baines, Deidra B. <Deidra.Baines@jaxsheriff.org>
Subject: RE: SC-0314-22 - DELL SERVER MAINTENANCE

Good Day:

We are still reviewing your bid submission and have the following questions:

1. Currently we contact Dell Support directly with one 800 telephone number 7x24x365 for our maintenance needs. Will you be providing a single support number for the 7x24x365 coverage?

Yes. That number will be (855)816-6600.

2. Since you are required to provide new parts within 4 hours, is your parts supplier local since we do not store supplier parts inventory onsite.

Even Dell cannot provide new parts within 4 hours. Most replacement parts are refurbished Dell certified parts. We do insist on storing spare parts onsite; prior to failure. This helps to reduce downtime to near zero. All this requires is a couple of small shelves to store.

3. Since Dell Pro-support Plus includes Dell Certified onsite Field Engineers (FE) when requested, for parts, installation or repairs, are your Dell Certified field engineers able to be onsite within 4 hours?

As you probably know, Dell subcontracts the field engineers for Dell service. They are not Dell employees. The Jasper Group will do the same. Yes, field engineers will be able to be onsite within 4 hours.

4. How are Priority 1 system down issues handled?

The service call is responded to immediately. From there, troubleshooting begins and a field engineer is assigned to assist; (sometimes with a replacement part and other times without, should further onsite investigation be needed to determine the issue.

5. How many field engineers are available to us?

There are four Dell certified field engineers in the Jacksonville area.

6. Are you prepared to handle multiple problems that may occur at the same time?

Yes, and have been doing so since 1992.

7. After repair, equipment must be operational upon completion, i.e. any Dell Nutanix firmware must be reinstalled to its prior state. Are you able to do this?

Dell certified field engineers are trained to reinstall Nutanix firmware.

Please provide a response by noon tomorrow, Friday, March 10, 2022.

Thanks in advance for your cooperation and prompt response.

Best Regards,

Olive Wallace-Cohen
Purchasing Analyst
214 N. Hogan Street (8th Floor)
Jacksonville, FL 32202
Phone: 904-255-8816
E-mail: OWCohen@coj.net

CITY OF JACKSONVILLE

"Please note that under Florida's very broad public records law, email communications to and from City officials are subject to public disclosure."

From: Wallace Cohen, Olive
Sent: Tuesday, March 8, 2022 4:53 PM
To: pculmone@thejaspergroup.net
Subject: RE: SC-0314-22 - DELL SERVER MAINTENANCE

Good Day:

Thank you for your prompt response.

I noticed that you are not yet registered in our e-Procurement System. Please see below for instructions for registering as a Supplier with the City.

You can also reach out to our Karen Gibson at 904-255-8800 should your require further assistance.

Please let me know when this is completed.

Register here:

https://ejms.fa.us2.oracleclouds.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuId=3000000088806179&busRel=nH41%2FcGwrT%2B4681bIOoVwFuNKWrPJRuPtQ%3D%3D

Registration Instructions and Videos here if needed:

https://www.coj.net/departments/finance/procurement/supplier-portal

Best Regards,

Olive Wallace-Cohen
Purchasing Analyst
214 N. Hogan Street (8th Floor)
Jacksonville, FL 32202
Phone: 904-255-8816
E-mail: OWCohen@coj.net

CITY OF JACKSONVILLE

"Please note that under Florida's very broad public records law, email communications to and from City officials are subject to public disclosure."

From: pculmone <pculmone@thejaspergroup.net>
Sent: Tuesday, March 8, 2022 3:52 PM
To: Wallace Cohen, Olive <OWCohen@coj.net>
Cc: Baines, Deidra B. <Deidra.Baines@jaxsheriff.org>
Subject: RE: SC-0314-22 - DELL SERVER MAINTENANCE

****EXTERNAL EMAIL SOURCE****

This email was sent from a non-JSO account. Do not open any links or any attachments unless you trust the sender and know the content is safe.

Olive:

Our bid price for Dell Server Maintenance is accurate and contains no errors.

Sincerely,

Phillip Culmone
The Jasper Group

Sent from my Verizon, Samsung Galaxy smartphone

-------- Original message --------
From: "Wallace Cohen, Olive" <OWCohen@coj.net>
Date: 3/8/22 3:29 PM (GMT-05:00)
To: pculmone@thejaspergroup.net
Cc: "Baines, Deidra B." <Deidra.Baines@jaxsheriff.org>
Subject: SC-0314-22 - DELL SERVER MAINTENANCE

Good Day:

In reviewing your bid price, we note that there is a significant anomaly between same and our budgetary quote.

Please confirm that you are able to hold your price as submitted without any errors or omissions.

Thanks in advance for your prompt response.

Best Regards,

Olive Wallace-Cohen

Purchasing Analyst

214 N. Hogan Street (8th Floor)

Jacksonville, FL 32202

Phone: 904-255-8816

E-mail: OWCohen@coj.net

CITY OF JACKSONVILLE

"Please note that under Florida's very broad public records law, email communications to and from City officials are subject to public disclosure."

From: pculmone@thejaspergroup.net <pculmone@thejaspergroup.net>
Sent: Friday, March 4, 2022 3:49 PM
To: Wallace Cohen, Olive <OWCohen@coj.net>
Cc: Baines, Deidra B. <Deidra.Baines@jaxsheriff.org>
Subject: RE: SC-0314-22 - DELL SERVER MAINTENANCE

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Olive:

Please see below for the answers to your questions.

Sincerely,

Phillip Culmone

THE JASPER GROUP

131 NE 7th Ave.

Delray Beach, FL 33483

Phone: (561)278-1959

Fax: (561)278-2662

From: Wallace Cohen, Olive <OWCohen@coj.net>
Sent: Friday, March 4, 2022 3:38 PM
To: pculmone@thejaspergroup.net
Cc: Baines, Deidra B. <Deidra.Baines@jaxsheriff.org>
Subject: SC-0314-22 - DELL SERVER MAINTENANCE
Importance: High

Good Afternoon Phillip:

Reference is made to the above-mentioned solicitation for which you submitted a bid.

We are reviewing your submission and would like for you to provide answers to the following questions:

1. Please provide current confirmation that they are authorized reseller of Dell products? The sheet that is included has a different name and it is dated 3/22/2017.

The Jasper Group International, Inc., DBA The Jasper Group was confirmed as an authorized reseller and Partner for Dell on 3-22-2017. We continue to be an authorized reseller and Partner to this day. Our previous address at the time was, 3606 South Ocean Blvd., Suite 303, Highland Beach, FL 33487. Our

current address is 131 NE 7th Ave., Delray Beach, FL 33483. Our Dell/EMC Partner status is current and active.

2. Can you certify that your bid submission of $28,422.00 covers everything that is included in the bid specification/requirements and that all services listed will be covered?

   Yes, our bid of $28,422.00 covers everything included in the bid specifications. In addition, we will be placing spare parts onsite; prior to failure.

Please provide a response by Noon Eastern Time on Monday, March 7, 2022.

Thanks in advance for your cooperation and prompt response.

Best Regards,

Olive Wallace-Cohen

Purchasing Analyst

214 N. Hogan Street (8th Floor)

Jacksonville, FL 32202

Phone: 904 255 8816

E-mail: OWCohen@coj.net

CITY OF JACKSONVILLE

ADMINISTRATIVE AWARD
BID No.: SC-0314-22

DESCRIPTION OF GOODS/SERVICES:
Recommend approval of award to The Jasper Group International, Inc., as the lowest responsive, responsible bidder for Dell Server Maintenance for the Jacksonville Sheriff's Office. Period of service is one (1) year from date of award. Total estimated award not to exceed $28,442.00.

FUNDING SOURCE: 00111.552104.546620.000000.00000000.00000.0000000 to be processed via Purchase Order

FOR AGENCY/DEPARTMENT: JACKSONVILLE SHERIFF'S OFFICE

REQUISITION NUMBER: N/A

NUMBER FIRMS SOLICITED: 34 **NUMBER FIRMS BIDDING:** 3

REASON FOR LESS THAN REQUIRED MINIMUM SOLICITATION/QUOTATION: N/A

RECOMMEND AWARD TO: The Jasper Group International, Inc.

CONCURRENCE BY: Derrick Lewis, Director of Police Services

PRICE: $28,442.00 **TERMS:** Net 30

REASON FOR NOT ACCEPTING LOW BID: N/A

Olive Wallace-Cohen
04/05/2022
Date

Asst. Manager of Purchasing Services
4-6-22
Date

APPROVAL:

Gregory Pease, Chief, Procurement Division
4/11/22
Date