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SINGLE SOURCE AWARD **BID # SS-13499-23**

Subject: 911 –SOLACOM MAINTENANCE AND SUPPORT

Department: Jacksonville Sheriff's Office

Description of Purchase: Recommend approval to retroact the period of service from October 1, 2022 through date of award.

Recommend approval of single source award to Kraus Associates Inc., d/b/a AK Associates, for Solacom System Support and Maintenance for 911 Communications for the Jacksonville Sheriff's Office. Period of service is from date of award through September 30, 2023. Total not-to-exceed expenditure is $239,162.23.

Funding Source: 10701.552103.546620.000000.00000348.00000.0000000 and processed by Purchase Order

Single Source Award To: Kraus Associates Inc., d/b/a AK Associates

Price Justification: See attachment

Total Award: $239,162.23 **Requisition #:** PSSS-500259-23

Attachments: Single Source Memo/Form, Vendor Letter and Quote

Certification as to Single Source: Deloris O'Neal, Director of Police Services

THE ABOVE PURCHASE IS RECOMMENDED FOR AWARD IN ACCORDANCE WITH CHAPTER 126.206.

Analyst: Olive Wallace-Cohen

Dustin Freeman, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY DATE: _____

APPROVED_____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

FORM GB-113, Revised 12/2007

Jacksonville Sheriff's Office

PAT IVEY, SHERIFF

Serve • Protect • Community

DATE: Tuesday, November 01, 2022

TO: Dustin Freeman,
Acting Chief of Procurement

THRU: Bill Clement, CPA
Chief of Budget

FROM: Deloris O'Neal
Director of Police Services

SUBJECT: Award Request – Solacom Systems Maintenance

The Jacksonville Sheriff's Office is requesting a Single Source award with Kraus Associates, dba A.K. Associates for the maintenance and support for the Solacom systems for the 911 Communications Center. The not-to exceed expenditure amount is $239,162.23, the funding for this purchase will be 10701.552103.546620.000000.00000348.00000.0000000.

Attached is the Single Source request, the letter from the vendor, and the quote from the vendor for your review.

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

JUSTIFICATION FOR SINGLE SOURCE (JSS)	
Pursuant to the City of Jacksonville Procurement Code§ 126.206 & § 126.312, when requesting a purchase from a vendor subject to the referenced sections, please complete this form to justify your request and submit to Procurement with applicable attachments.	
1. Requesting Agency:	Jacksonville Sheriff's Office (JSO)
2. Nature and/or description of the requirement being requested. ***Identify each item, component or service being procured. (Attach quote/proposal):*** ***Why does the City need these particular goods or services?***	2nd Tier maintenance services for Solacom systems from October 1 to September 30 for services including upgrades, updates, and patches for the phone and mapping software and related components for 911.
3. Provide a detailed justification as to why the requested goods/services can only be efficiently and effectively procured through the recommended Single Source vendor:	A.K Associates is the regional reseller of Solacom equipment and is currently under agreement with the Jacksonville Sheriff's Office for technical assistance related to this and other aspects of the 911 system
4. Date of Request	10/1/2022

5. Summary of Market Research

[Provide a description of the market research performed, how it was performed, by whom, and market research results. Please spell out acronyms.]

AK Associates is the only Florida support provider for Solacom and there are no other authorized providers who can install and maintain their system.

6. Other Documentation (Check and attach all that apply)

√ Supplier Quote

√ Single Source Memo signed by Director

√ Other [Letter from Vendor]

AK ASSOCIATES

Where Technology, Creativity and Quality Service Meet

Mrs. Phyllis C. Leonard, 911 Coordinator
Jacksonville Sheriff's Office
501 East Bay Street
Jacksonville FL 32202

Dear Mrs. Leonard:

The Duval County 9-1-1 system is unique in its configuration and unlike any other 9-1-1 system in Florida. It consists of carefully engineered systems that include Solacom call taking equipment, Solacom IQ gateways selective routers, Exacom recording systems, Data Master DBMS and components that provide the means to connect the Duval 9-1-1 system to the North Florida Routing Regional 9-1-1 Network.

The only company to have trained and certified technicians with experience to install and maintain the Duval County 9-1-1 system is AK Associates. AK Associates is the only vendor in Florida that is a certified reseller and has certified technicians by the equipment manufacturers Exacom and Solacom for you integrated 9-1-1 system used by Duval County.

In addition, AK Associates is presently under a maintenance contract with Duval County to provide installation and maintenance support. Under the current contract, AK Associates provides the labor for installation and maintenance services to all the 9-1-1 equipment installed by AK Associates. This contract also provides Duval County with free ancillary services and discounts on additional equipment purchases. AK will also provide Duval County with Solacom and Exacom extended maintenance without an additional mark up.

Solecom nor Exacom will not sell their components or extended warranty (maintenance) directly to a customer, and they only provide this coverage through the existing channel partner. Since AK Associates is under contract with Duval County, AK Associates is the only company that can offer this service without voiding the existing contract. If I can provide additional information please do not hesitate to contact me.

Sincerely,

Arthur Kraus

Arthur Kraus, VP
AK Associates

Kraus Associates Inc., d/b/a AK Associate, 326 Porta Rosa Cir, St Augustine, Florida 32092

AK ASSOCIATES

We have prepared a quote for you

Solacom Support

Quote # 000837
Version 1

Prepared for:

Duval County, FL

Lori Leonard
phyllis.leonard@jaxsheriff.org

PO Box 2880
Concord, NH 03302
http://www.akassociates911.com/
(603) 432-5755

AK ASSOCIATES

Solacom Support

Description		Price	Qty	Ext. Price
MT-SSGUARD-01	**Position Software Support**	$1,300.00	114	$148,200.00
MT-HSGUARD-03	**Guardian Hardware Support - Positions** *The Guardian hardware support program covers all hardware purchased from Solacom with the following exceptions: 1. Computers and servers are excluded, and are covered under manufacturer support for up to five (5) years. 2. Monitors, keyboards and mouse devices purchased with the initial computer order will carry the same support purchased for the associated computer or server. 3. Keyboards, mouse devices, headsets, and handsets are covered under the initial one (1) year warranty and are not eligible for extended support.*	$8,137.97	1	$8,137.97
MT-MAPSTDPOS	**Map Software Support / Position - 1 Year** *For Guardian Mapping Standard Solution. Doesn't include GIS data updates. GIS data Updates need to be purchased separately.*	$502.00	114	$57,228.00
MT-FTAPP1P	**Stratus Maint - 2hrs Response - 1 Year** *With 2 Hour Response*	$4,430.40	4	$17,721.60
MT-HSGUARD-03	**Guardian Hardware Support - Cores** *The Guardian hardware support program covers all hardware purchased from Solacom with the following exceptions: 1. Computers and servers are excluded, and are covered under manufacturer support for up to five (5) years. 2. Monitors, keyboards and mouse devices purchased with the initial computer order will carry the same support purchased for the associated computer or server. 3. Keyboards, mouse devices, headsets, and handsets are covered under the initial one (1) year warranty and are not eligible for extended support.*	$7,874.66	1	$7,874.66
Dates of Support: 10/1/22 through 9/30/23				

Subtotal: **$239,162.23**

Payment Terms

Description	Qty
Terms of Sale: • Payment Terms are Net 30	

PO Box 2880
Concord, NH 03302
http://www.akassociates911.com/
(603) 432-5755

AK ASSOCIATES

Solacom Support

Prepared by:

AK Associates

Beth Stankus
(603) 432-5755 x.283
Fax (603) 432-0900
bstankus@AKassociates911.com

Prepared for:

Duval County, FL

501 E. Bay St.
Room 312
Jacksonville, FL 32202
Lori Leonard
(904) 630-2317
phyllis.leonard@jaxsheriff.org

Quote Information:

Quote #: 000837

Version: 1
Delivery Date: 01/26/2022
Expiration Date: 04/26/2022

Quote Summary

Description	Amount
Solacom Support	$239,162.23
Total:	**$239,162.23**

Disclaimers: This quote is provided for the listed contact and is not to be shared or disseminated without written consent by AK Associates. This quote null and voids any previous version.

AK Associates

Signature: _____

Name: Beth Stankus

Title: Manager of Accounting

Date: 01/26/2022

Duval County, FL

Signature: _____

Name: Lori Leonard

Date: _____

63561

OFFICE OF THE SHERIFF
ORDER REQUEST FORM

Request For: 911 Administration (Work Unit) | Communications (Division) | Services (Dept.)

Requestor: Phyllis C Leonard 911 Systems Manager (Name) | 7017 (ID #) | 630-2317 (Phone) | 10/27/2022 (Date)

Deliver To Location: 501 E. Bay Street Room 216, Catherine Street Loading Dock, Attn: Phyllis Leonard Jacksonville, FL 32202

Item No.	Description and Model No.	JSO Stock No.	QTY.	Unit Cost	Total
1	Position Software Support		114	$ 1,300.00	$ 148,200.00
2	Guardian Hardware Support-positions		1	8,137.97	8,137.97
3	Map software Suport/position 1 year		114	502.00	57,228.00
4	Stratus Maint-2 hrs response 1 year		4	4,430.40	17,721.60
5	Guardian Hardware Support-cores		1	7,874.66	7,874.66
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
				TOTAL REQUEST	$ 239,162.23

Suggested Vendor: AK Associates-Beth Stankus

Vendor Phone: 603-432-5755 ext 283

Vendor Address / E-mail: bstankus@AKassociates911.com

Proprietary
Sole Source

If Proprietary / Sole Source, attach appropriate form and letter from vendor.

Special funding to be used for this purchase?
Loan Pool / Banking Fund
Grant *
Trust Fund *

* Enter name and # of Grant or Trust Fund

Justification / Repetitive Request Authorization / Notes:

Solacom suport for FY 2022-2023

Approvals:

1. Phyllis C Leonard (Signature) | 7017 (ID #) | 10/27/2022 (Date)
2. Signature | ID # | Date
3. Signature | ID # | Date
4. Signature | ID # | Date

Required approval level (per General Order 54):
$0 to $2,500 - Assistant Chief or higher
$2,501 to $5,000 - Chief or higher
$5,001 or more - Director or higher

Budget Office Use Only
Index
Subobject
Analyst
Date

P-1532 Rev 2010-09