4

SUBJECT: MICROSOFT UNIFIED ENTERPRISE SUPPORT

BID #: XF-0469-22 **OPEN DATE: 2022-10-05**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: SUPPLY CONTRACT – PERIOD OF SERVICE WILL BE FROM SEPTEMBER 21, 2022 THROUGH SEPTEMBER 20, 2024

AGENCY: INFORMATION TECHNOLOGIES DIVISION

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

NUMBER OF BIDS INVITED: 30 **NUMBER RECEIVED:** 4 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to increase the award for CRAYON SOFTWARE EXPERTS, LLC by $155,192.05 for additional Microsoft true-up support and utilize year two funding in the previously awarded amount of $109,991.21. Total expenditure not to exceed $346,505.39.

Funding Sources:53101.113002.546620.000000.00000698.00000.0000000, to be executed by purchase order(s).

Attachments: Recommendation Memo, Supplier Proposal, Previous Award

ANALYST: _____ COREY SIDLO

RESPECTFULLY SUBMITTED: _____ DUSTIN FREEMAN, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Wanyonyi Kendrick, 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

A NEW DAY

MEMORANDUM

TO: Dustin L. Freeman, Chief of Procurement Division

THROUGH: Wanyonyi Kendrick, Chief of Information Technologies / CIO

FROM: Thomas Ossi, Technology Contract and Records Manager

SUBJECT: **XF-0469-22 Microsoft Unified Enterprise Support - Award**

DATE: November 16, 2023

Wanyonyi Kendrick — Digitally signed by Wanyonyi Kendrick Date: 2023.11.17 11:55:47 -05'00'

Thomas Ossi — Digitally signed by Thomas Ossi Date: 2023.11.17 09:25:36 -05'00'

The Information Technologies Division (ITD) submitted an Invitation to Bid (ITB) to the Procurement Division for solicitation of Microsoft Unified Enterprise Support. The Procurement Division received four (4) supplier responses and zero (0) no bids with an open date of October 5, 2022, and was awarded October 13, 2022.

ITD Management awarded the bid to the lowest, responsive, responsible bidder Crayon Software Experts, LLC in the amount of $81,332.13 for Year 1 and $109,991.21 for Year 2 for a total cost of $191,313.34. The period of service was for two (2) years through September 20, 2024.

ITD Management recommends entering into Year 2 with supplier in the amount of $109,991.21. In addition, the City will need to purchase additional Microsoft true-up support in the amount of $155,192.05.

The new total not to exceed award amount is $ 346,505.39 The support will be procured via Purchase Orders. The period of services for Year 2 begins November 1, 2023, through October 31, 2024.

FUNDING SOURCE:53101.113002.546620.000000.00000698.00000

Tracy Geake — Digitally signed by Tracy Geake Date: 2023.11.17 09:48:56 -05'00'

Your favorable consideration of ITD's request is appreciated.

Attachment: Crayon Unified Enterprise Support Quote

CC: Bill Costa, Technology Infrastructure Manager
Mark Deas, Server Infrastructure Manager
Elizabeth Brown, IT Operations Manager
Andre Conyers, IT Contract Administrator

FINANCE AND ADMINISTRATION DEPARTMENT
214 N. Hogan St. 9th Floor Jacksonville, FL 32202
Phone: 904-255-8000 Fax: 904-232-6932

Sidlo, Corey

From: Ossi, Thomas
Sent: Monday, November 27, 2023 4:14 PM
To: Sidlo, Corey
Cc: Ossi, Thomas
Subject: RE: GGAC AWARD XF-0469-22 MICROSOFT UNIFIED ENTERPRISE SUPPORT

Importance: High

Corey,

By way of this email the NEW not to exceed amount for XF-0469-22 Microsoft Unified Enterprise Support should show $346,505.39 total required.
This award will be procured via Purchase Order.
Period of service **must show** November 1, 2023 through October 31, 2024. (ratify back to date required) ***NOT from date of award***

Thank you,
Tom

Thomas Ossi
Technology Contract and Records Manager
City of Jacksonville
Information Technologies Division
214 N. Hogan Street, 9th Floor
Jacksonville, FL 32202
904.255.8080
www.coj.net
TOssi@coj.net

From: Sidlo, Corey <CSidlo@coj.net>
Sent: Monday, November 27, 2023 4:00 PM
To: Ossi, Thomas <TOssi@coj.net>
Subject: RE: GGAC AWARD XF-0469-22 MICROSOFT UNIFIED ENTERPRISE SUPPORT

Good afternoon Tom,

Should I stick with the numbers on the memo, or go with the number Ruben provided below (while I wait for another memo)?

Sincerely,

Corey Sidlo
Purchasing Analyst
Procurement Division
City of Jacksonville

Crayon

City of Jacksonville
214 N. Hogan St
Ed Ball Building, Suite #110
214 N. Hogan St
Jacksonville, FL033202
Ruben Ola rubeno@coj.net

Quoted by:
Crayon Software Experts LLC
Lusio Filiba
12221 Merit Drive, Suite 1400
Dallas, TX 75251
lusio.filiba@crayon.com
Phone: 469-329-0290

UNIFIED ENTERPRISE SUPPORT

11/01/2023 - 10/31/2024

Services by Support Location

TUP-Unified Enterprise Support-2023-24 USA - SLG - Enterprise East 11/1/2023 - 10/31/2024		
Quantity	Service	Service Type
Included	Enterprise Advisory Support Hours As-needed	Advisory Services
Included	Enterprise Azure Problem Resolution Hours As-needed	Problem Resolution Support
Included	Enterprise On-demand Assessment	On-Demand Assessment
Included	Enterprise On-Demand Assessment - Setup and Config Service As-needed	On-Demand Assessment Remote
Included	Enterprise On-Demand Education	On-Demand Education
Included	Enterprise Online Support Portal	Administrative
Included	Enterprise Problem Resolution Hours As-needed	Problem Resolution Support
Included	Enterprise Reactive Support Management	Service Delivery Management
Included	Enterprise Service Delivery Management	Service Delivery Management
Included	Enterprise Webcasts As-Needed	Webcast
Included	Reactive Enabled Contacts	Problem Resolution Support

Services Summary	Fee USD
TUP-Unified Enterprise Support-2023-24	$154,502.68
FA-TUP-Unified Enterprise Support Addon-2023-24	$35,157.56
Subtotal	**$189,660.25**
Flex Allowance	($34,468.20)
Total Fees (excluding taxes)	**$155,192.05**

Payment Schedule	Billing Date	
True Up Y3 Support	11/1/2022	$155,192.05
Total Fees (excluding taxes)		**$155,192.05**

From:	Geake, Tracy
To:	ITDADMIN
Cc:	Deas, Mark; Costa, William; Brown, Elizabeth; Ossi, Thomas
Subject:	FY2024 - Microsoft Unified Support and True Up Year 3 Support - Annual Renewal
Date:	Wednesday, November 15, 2023 2:41:26 PM
Attachments:	City of Jacksonville MS Unified Support Quote 10.17.23 (1).pdf XF-0469-22 - GGAC AWARD - MICROSOFT UNIFIED ENTERPRISE SUPPORT - CRAYON SOFTWARE EXPERT, LLC.pdf image001.png image002.png

APPROVED
FUNDING SOURCE: 53101.113002.546620.000000.00000698
AMOUNT: $265,183.26
PERIOD OF SERVICE: 10/13/2023 – 10/12/2024

Thanks,

Tracy Geake
IT Finance Manager
City of Jacksonville | Finance & Administration | Information Technologies Division
214 N. Hogan Street, 9th Floor
Jacksonville, FL 32202
(904) 255-8103
www.jacksonville.gov

From: Deas, Mark <ADeas@coj.net>
Sent: Tuesday, November 14, 2023 8:50 AM
To: Geake, Tracy <TGeake@coj.net>
Subject: MS Unified Support Information

Hi Tracy

Attached is the information for our MS Unified Support renewal. There are two parts last year we enter into a two-year agreement for support which we are in year two for a cost of $109,991.21 see attached GGAC Award. Then as part of the MS yearly true up support was added for MS defender and some MS CAL license that were not part of the two-year agreement that cost is $155,192.05 see attached quote, so with the two our renewal cost $265,183.26 for this year renewal. We have $200k in our budget and will have to move the other $65k from another account to cover the short fall.

After talking it over with Bill we would like to move transfer $65,183.26 from hosting services to Msoft – 698 to cover the short fall in funds for Microsoft Unified support renewal. If you have any questions, give me a call pleases.

From Tab 531180 Line 21

M-383 Disaster Recovery			Disaster Recovery (DR) / Data Redundancy (DR) Managed hosted Disaster Recovery (DR) services - rack space - MS Azure ongoing DR storage based on # of accesses - Blanket Order for remote fire direct services Managed hosted Disaster Recovery (DR) services - IC Mart ($45,800) - rack space ($12,431) - MS Azure DR current / ongoing storage ($35,200) - remote fire direct services ($2,500) additional DRaaS Storage $10,200.00 or $32,220.00 - KOMART ATL Sole takes us from $108,891 to $137,211 ; ASSOCIATES WITH THE 5 YEAR CAPITAL PROJECT -		Mark Deas				$55,500.00	$131,511.00	$131,511.00	$131,511.00

To Tab MSOFT – 698 Line 36

M-220 Virtual Server	CBM007		MS Premier Microsoft Premier Support Services Technical support for Microsoft products: Windows Server Operating Systems, SharePoint, Terminal Server, Exchange, SMS and Microsoft Operations Manager. Annual Renewal: 09/21/10 - 09/20/11; Note FY23 MS is changing their support model. It will be based on the % of the total cost of the applications you have with them. So, our cost will go up to around $156k per year. Also for FY 22 the cost is coming in higher at around $81k vs the $71k we budget this will come due in Sept FY22. PO639357-21	This is now Unified Support.	Mark Deas				$0.00	$200,000.00	$200,000.00

Requisition FAIT-500972-24

Requisitioning BU	FAIT: Information Technologies	**Requisition Amount**	0.01 USD
Entered By	Andre Conyers	**Justification**	
Status	Approved	**Funds Status**	Reserved
Description	XF-0469-22 Microsoft Unified Enterprise Support. The period of services for Year 2 begins November 1, 2023, through October 31, 2024.		
Emergency Requisition	No		

Attachments

Title	File Name or URL	Description
Approval - FY2024 - Microsoft	Approval - FY2024 - Microsoft Unified Support and True Up Year 3 Support - Annual Renewal .pdf	
XF-0469-22 - GGAC AWARD - MICR	XF-0469-22 - GGAC AWARD - MICROSOFT UNIFIED ENTERPRISE SUPPORT - CRAYON SOFTWARE EXPERT, LLC.pdf	
City of Jacksonville MS Unifie	City of Jacksonville MS Unified Support Quote 10.17.23 (1).pdf	
XF-0469-22 Microsoft Unified E	XF-0469-22 Microsoft Unified Enterprise Support Year 2 Award_11162023_WJK_Signed.pdf	

Lines

Line	Item	Description	Category Name	Quantity	UOM	Price	Amount (USD)	Status	Funds Status
1		XF-0469-22 Microsoft Unified Enterprise Support. The period of services for Year 2 begins November 1, 2023, through October 31, 2024.	920.45 Software Maintenance/Support			USD	0.01	Approved	Reserved

Requester	Aritcis Deas	**Supplier**	
Urgent	No	**Supplier Site**	
Requested Delivery Date	12/1/23	**Supplier Contact**	
Deliver-to Location	Ed Ball 9th Floor Charge	**Contact Phone**	
Deliver-to Address	214 North Hogan Street, 9TH FLOOR, Jacksonville, FL 32202, Duval, United States	**Charge Account**	53101.113002.546620.000000.00000698.00000.0000000
Note to Buyer			

I CERTIFY THAT FUNDS FOR THIS PURCHASE WERE AUTHORIZED AND PROVIDED FOR IN THE CURRENT BUDGET.

Ola, Ruben

From: Ola, Ruben
Sent: Wednesday, November 22, 2023 12:46 PM
To: Ossi, Thomas
Cc: Sidlo, Corey
Subject: GGAC AWARD XF-0469-22 MICROSOFT UNIFIED ENTERPRISE SUPPORT
Attachments: XF-0469-22 - GGAC AWARD - MICROSOFT UNIFIED ENTERPRISE SUPPORT - CRAYON SOFTWARE EXPERT, LLC (3).pdf; XF-0469-22 Microsoft Unified Enterprise Support Year 2 Award_11162023_WJK_Signed (1).pdf; XF-0469-22 AWARD INCREASE. 11.30.23.doc

Good Afternoon,

We may need to correct the agency memo for the numbers; $81,332.13 to read $81,322.13, the revised total award from $265,183.26 to $346,505.39.

Previous award	$191,313.34
Increase award +	$155,192.05
Revised Total award	$346,505.39

Attached is the draft GGAC award. Corey will handle the ITD request for now.

Thanks,

Ruben Ola, Purchasing Analyst
City of Jacksonville
Procurement Division
Finance and Administration Department
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
Phone: 904.255.8823
Fax: 904.255.8837
Email: rubeno@coj.net

A New Day.

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Please click on the links below for any of the following for Bids and Awards:
For Bidding Opportunities: COJ.net - Bidding Opportunities (Including Capital Improvement and Design/Build)
For COJ weekly award intentions: COJ.net - Agendas and Minutes
For bid award information: Procurement Division (coj.net)
For Public Records: COJ Public Records (govqa.us)

SUBJECT: MICROSOFT UNIFIED ENTERPRISE SUPPORT

BID #: XF-0469-22 **OPEN DATE: 2022-10-05**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: SUPPLY CONTRACT – PERIOD OF SERVICE WILL BE FROM SEPTEMBER 21, 2022 THROUGH SEPTEMBER 20, 2024

AGENCY: INFORMATION TECHNOLOGIES DIVISION

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

NUMBER OF BIDS INVITED: 30 **NUMBER RECEIVED:** 4 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to retroact the period of service from September 21, 2022 through date of award.

Recommend approval of award to the lowest, responsive, responsible bidder CRAYON SOFTWARE EXPERTS, LLC in the amount of $81,322.13 in Year 1 and $109,991.21 in Year 2 for a total amount of $191,313.34 for MICROSOFT UNIFIED ENTERPRISE SUPPORT. Period of service will be from date of award through September 20, 2024.

Funding Sources: 53101.113002.546620.000000.00000698.00000.0000000: $71,880.00
53101.113001.546620.000000.00000000.00000.0000000: $9,452.13
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: DUSTIN FREEMAN, 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 3 MEMBERS DISAPPROVING 0 DATE: 10/13/2022

OTHER:

ACTION OF AWARDING AUTHORITY DATE 10/13/2022

APPROVED ✓ DISAPPROVED

OTHER

SIGNATURE OF AUTHENTICATION

Brian Hughes
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of:
Executive Order No: 2019-02