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 _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

INFORMATION TECHNOLOGIES DIVISION

CITY OF JACKSONVILLE

DATE: October 6, 2022

TO: Dustin L. Freeman, Chief of Procurement - Acting

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

Kenneth E. Lathrop — Digitally signed by Kenneth E. Lathrop Date: 2022.10.06 11:35:30 -04'00'

FROM: Thomas Ossi, Technology Contract and Records Manager

THOMAS OSSI — Digitally signed by THOMAS OSSI Date: 2022.10.06 11:20:40 -04'00'

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

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. The Procurement Division forwarded the bid tabulation sheet for ITD to review.

ITD Management recommends awarding the bid 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 cost of $191,313.34. The term of the agreement will be for two (2) years retroacted to start September 21, 2022 through September 20, 2024. This purchase will be made by formal contract through the Office of General Counsel.

FUNDING SOURCE:53101.113002.546620.000000.00000698.00000 - $71,880.00
FUNDING SOURCE:53101.113001.546620.000000.00000000.00000 - $9,452.13

Tracy Geake — Digitally signed by Tracy Geake Date: 2022.10.06 11:33:07 -04'00'

Your favorable consideration of ITD's request is appreciated.

Attachment: Bid Tab Sheet

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

Ola, Ruben

From: Freeman, Dustin
Sent: Tuesday, September 6, 2022 11:40 AM
To: Phillips, Cynthia; Leslie-Burney, Annette
Cc: Brown, Elizabeth; Ola, Ruben
Subject: FW: ITD RFPs opening 9/28/2022

Ladies – Please prepare to support below.

Respectfully,

Dustin L. Freeman
Manager of Purchasing Services
Procurement Division | ERP Lead | Xerox CA
Finance and Administration Department
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
Ph. 904-255-8811
Email: dustinf@coj.net

CITY OF JACKSONVILLE

****** Florida has a very broad public records law. As a result, any written communication created or received by City of Jacksonville officials and employees will be made available to the public and media, upon request, unless otherwise exempt. Under Florida law, email addresses are public records. If you do not want your email address released in response to a public records request, do not send electronic mail to this office. Instead, contact our office by phone. ******

From: Brown, Elizabeth <ElizabethB@coj.net>
Sent: Thursday, September 1, 2022 3:52 PM
To: Freeman, Dustin <DustinF@coj.net>
Subject: ITD RFPs opening 9/28/2022

Good afternoon Dustin,

I spoke to Greg about the three RFPs below and how to get them awarded so the POs can be issued by the October 5 deadline.

He has agreed to a special Monday, October 3 GGAC meeting, as long as the committee members are available.

I'd like to walk through the timeline with of what has to happen and when.

Please give me a call when you are available.

(Also – you can ignore my voicemail from this morning. I was able to get assistance with activating a 1Cloud supplier from Valynda in Accounting.)

Thank you!

Elizabeth Brown
IT Operations Manager
Office: 904.255.8199
Cell: 904.652.9186

Bid Number	Title	Amount	Date Sent to ITD Admin	Requisition Number	Date Requisition entered	Open Date	
SC-0463-22	VIAVI OBSERVER APEX – NETWORK MONITORING SOLUTION	$102,00.00	7/29/2022	FAIT-501863-22	7/29/2022	9/28/2022	
SC-0464-22	PALO ALTO MAINTENANCE AND SUPPORT SERVICES RENEWAL	$72,500.00	7/29/2022	FAIT-501861-22	7/29/2022	9/28/2022	
XF-0469-22	MICROSOFT UNIFIED ENTERPRISE SUPPORT	$79,332.00	8/23/2022	FAIT-501949-22	8/19/2022	9/28/2022	

Ola, Ruben

From: Brown, Elizabeth
Sent: Tuesday, September 27, 2022 3:02 PM
To: Ola, Ruben
Cc: Leslie-Burney, Annette; Costa, William; Conyers, Andre; Ossi, Thomas; Geake, Tracy; Lathrop, Kenneth
Subject: RE: ITD Bids

Ruben,

Thank you for letting us know.

Thank you,

Elizabeth Brown
IT Operations Manager
Office: 904.255.8199
Cell: 904.652.9186

From: Ola, Ruben <RubenO@coj.net>
Sent: Tuesday, September 27, 2022 2:57 PM
To: Ossi, Thomas <TOssi@coj.net>; Brown, Elizabeth <ElizabethB@coj.net>; Conyers, Andre <AConyers@coj.net>; Costa, William <Wcosta@coj.net>
Cc: Leslie-Burney, Annette <ABurney@coj.net>
Subject: ITD Bids

Good Afternoon,

Due to Ian storm weather disturbance and possible office closure, the following ITD bids below that are due for submission and to open tomorrow 9/28/22 will be postponed. We are extending the bid due date until 10/5/22, 2:00pm.

SC-0463-22	ITD	VIAVI OBSERVER APEX – NETWORK MONITORING SOLUTION
SC-0464-22	ITD	PALO ALTO MAINTENANCE AND SUPPORT SERVICES RENEWAL
XF-0469-22	ITD	MICROSOFT UNIFIED ENTERPRISE SUPPORT

Feel free to let me know if you have question.

Sincerely,

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

One City. One Jacksonville.

Ola, Ruben

From: Freeman, Dustin
Sent: Tuesday, September 6, 2022 11:41 AM
To: Leslie-Burney, Annette; Phillips, Cynthia
Cc: Ola, Ruben
Subject: FW: Special GGAC Meeting on Monday, 10/3/2022

FYSA

Respectfully,

Dustin L. Freeman
Manager of Purchasing Services
Procurement Division | ERP Lead | Xerox CA
Finance and Administration Department
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
Ph. 904-255-8811
Email: dustinf@coj.net

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From: Brown, Elizabeth <ElizabethB@coj.net>
Sent: Thursday, September 1, 2022 4:20 PM
To: Pease, Gregory <GPease@coj.net>
Cc: Lathrop, Kenneth <LATHROP@coj.net>; Freeman, Dustin <DustinF@coj.net>; Galley, Craig <CGalley@coj.net>; Costa, William <Wcosta@coj.net>; Ossi, Thomas <TOssi@coj.net>
Subject: Special GGAC Meeting on Monday, 10/3/2022

Good afternoon Greg,

This email is to confirm our discussion today about ITD's request to hold a special GGAC meeting on Monday, October 3.

The ITD agenda items will be:

- SC-0463-22 Viavi Observer Apex – Network Monitoring Solution
- SC-0464-22 Palo Alto Maintenance and Support Services Renewal (Security)
- XF-0469-22 Microsoft Unified Enterprise Support

All of these advertisements close on **September 28** and ITD will work with Procurement to ensure that we have the award recommendations submitted to Procurement in time for the special agenda.

Thank you for your willingness to work with us,

Elizabeth Brown
IT Operations Manager
Office: 904.255.8199
Cell: 904.652.9186

BID TABULATION SHEET

TITLE: MICROSOFT UNIFIED ENTERPRISE SUPPORT

BID NO.: XF-0469-22

OPEN DATE: October 5, 2022

PURCHASING ANALYST: RUBEN OLA

BID ANNOUNCER: R. BARNETT, BID RECORDER: M. PIERCE

No. Invited: (30) No. Received (4) No Bids: (0)

ITEM	DESCRIPTION	QUANTITY	CRAYON SOFTWARE EXPERTS, LLC		CDW GOVERNMENT LLC		INSIGHT PUBLIC SECTOR, INC.		ZONES, LLC			
			UNIT PRICE	EXTENDED PRICE	UNIT PRICE	EXTENDED PRICE	UNIT PRICE	EXTENDED PRICE	UNIT PRICE	EXTENDED PRICE	UNIT PRICE	EXTENDED PRICE
MICROSOFT UNIFIED ENTERPRISE SUPPORT – YEAR 1												
1	Unified Support Base	1 EA	$ 138,415.78	$ 138,415.78					$ 138,055.42	$ 138,055.42		
2	Proactive ServicesProactive Services	1 EA	$ 27,769.35	$ 27,769.35					$ 27,697.05	$ 27,697.05		
3	SAB 24 x 7 Problem Resolution IncidentsSAB 24 x 7 Problem Resolution Incidents	2 EA	$ (1,383.00)	$ (2,766.00)						$ (2,766.00)		
4	Unified Enterprise Flex Allowance	1 EA	$ (27,365.00)	$ (27,365.00)						$ (27,365.00)		
5	MSFT Business Investment (Transition Allowance)	1 EA	$ (54,732.00)	$ (54,732.00)						$ (54,732.00)		
Total Amount (Year 1)			$	81,322.13	$	85,281.90	$	83,461.24	$	80,889.47		
MICROSOFT UNIFIED ENTERPRISE SUPPORT – YEAR 2												
1	Unified Support Base	1 EA	$ 138,415.78	$ 138,415.78					$ 138,876.36	$ 138,876.36		
2	Proactive ServicesProactive Services	1 EA	$ 27,689.43	$ 27,689.43					$ 27,861.75	$ 27,861.75		
3	SAB 24 x 7 Problem Resolution IncidentsSAB 24 x 7 Problem	1 EA	$ (1,383.00)	$ (1,383.00)					$ 1,383.00	$ (1,383.00)		
4	Unified Enterprise Flex Allowance	1 EA	$ (27,365.00)	$ (27,365.00)					$ 27,365.00	$ (27,365.00)		
5	MSFT Business Investment (Transition Allowance)	1 EA	$ (27,366.00)	$ (27,366.00)					$ 27,365.00	$ (27,365.00)		
Total Amount (Year 2)			$	109,991.21	$	116,187.07	$	113,706.63	$	110,625.11		
GRAND TOTAL (Year 1 & Year 2):			$	191,313.34	$	201,468.97	$	197,167.87	$	191,514.58		
TERMS:			0% DISC 30 DAYS		0% DISC 30 DAYS		N/A		0% DISC 30 DAYS			
DELIVERY (Business Days):			5 DAYS				3-5 DAYS		3-5 DAYS			
CONFLICT OF INTEREST:			✓		✓		✓		✓			
ADDENDUM(S)(1)			✓		✓							
NOTES:												

TERMS AND CONDITIONS

MICROSOFT UNIFIED ENTERPRISE SUPPORT

1. SCOPE

The Information Technologies Division of the City of Jacksonville, Florida is currently accepting bids to obtain source(s) of supply for the items 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 two (2) years of Microsoft Unified Enterprise Support on the City's Microsoft licenses, including: Microsoft Azure, Server, Microsoft 365, Business applications, and Security licenses.

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

The term of this agreement will be from September 21, 2022 through September 20, 2024, to be invoiced and paid annually.

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 provide evidence as authorized Microsoft Value Added Reseller.

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).

6. QUANTITIES

Quantities indicated reflect the estimated quantities to be purchased throughout the contract period and are subject to fluctuation in accordance with actual requirements. The City reserves the right to add or delete items, or increase the volume of services required, or not to make any purchase against this bid if it so deems necessary at any time during the contract period.

7. DELIVERY

Information Technologies Division, 214 North Hogan Street, 9th Floor, Jacksonville, Florida 32202 (ITD Desktop Services Manager). A packing list 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. INSIDE DELIVERY ONLY and if on pallets must be broken down for delivery. Empty pallets must be taken by the delivery person on the same day as the delivery.

8. ESCALATION/DE-ESCALATION

All pricing submitted shall remain firm for the initial term period. Upon renewal (if applicable), a supplier may submit in writing a request for price escalation/de-escalation for the percentage of change as listed in the Consumer Pricing Index (CPI) and/or documentation notifying of an industry wide increase. The City reserves the right to decline any price increase request.

9. PRICES

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

10. 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.

11. COMPLIANCE WITH SPECIFICATIONS

The bidder, by affixing their signature to the bid form submitted, agrees to provide item(s)/service(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.

12. 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: purchase order number or contract 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 through the City of Jacksonville 1Cloud procurement system email at COJ1CloudInvoices@coj.net. or to: City of Jacksonville, General Accounting Division, 117 West Duval Street, Suite 375, Jacksonville, Florida 32202.

13. 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. Bid number should be listed on certificate. The awarded bidder is required to submit their insurance certificate within ten (10) days after notice of award.

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. 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.

SPECIFICATIONS

MICROSOFT UNIFIED ENTERPRISE SUPPORT

Vendor Must be an authorized Microsoft Value Added Reseller

NO SUBSTITUTIONS on ANY of the listed items for bid.

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