SINGLE SOURCE AWARD **BID # SS-11246-22**

Subject: AK Elite Premier Maintenance for 911 Emergency Telephone System County-wide (Including Communication Center equipment, routing database and network functionalities).

Department: JACKSONVILLE SHERIFF'S OFFICE

Description of Purchase:
Recommendation approval to retroact the period of service from October 1, 2021 through date of award.

Recommend approval of a Single Source award to AK Associates for maintenance and technical support for the 911 Emergency Telephone System County-wide (to include on-site and remote system maintenance and monitoring, equipment installation, replacement, and repair, network connectivity, call routing, interface with telephone network providers, carriers, and equipment manufacturers). Period of service is from date of award through September 30, 2022. Total award expenditure amount not-to-exceed $402,888.96.

Funding Source: 10701.552103.564030.000000.00000348.00000.0000000 - To be encumbered by Purchase Order.

Single Source Award To: AK ASSOCIATES

Price Justification: See attachment

Total Award: $402,888.96 **Requisition #:** PSSS-503018-22

Attachments: Agency Memo, Single Source Form, Supplier Quote

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

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

Analyst: Olive Wallace-Cohen

Gregory Pease, 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 _____

Jacksonville Sheriff's Office

MIKE WILLIAMS, SHERIFF

Serve • Protect • Community

TO: Gregory Pease
Chief of Procurement

THRU: Bill Clement, CPA
Chief, Budget

FROM: Deloris O'Neal
Director, Police Services

SUBJECT: Award Request – Hardware/Software Maintenance support from Kraus Associates

DATE: Friday, October 1, 2021

The Jacksonville Sheriff's Office is requesting a Single Source award with Kraus Associates for AK Elite Premier Maintenance for the period October 1, 2021 through September 30, 2022. The not to exceed expenditure amount for the period is $402,888.96, the funding for this purchase will be 10701.552103.546030.000000.00000348.00000.0000000.

In addition, we will need to submit an agreement to OGC for review defining the scope of the worth to be performed once the award is approved.

Attached is the Single Source request, the letter from AK Associates, the quote from the supplier, and the requested agreement for your review.

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

SINGLE SOURCE REQUEST

Pursuant to the City of Jacksonville Procurement Code § 126.206 & § 126.312, when requesting a purchase from a Supplier subject to the referenced sections, please complete this form to justify your request and submit to Procurement with applicable attachments

PROVIDE A SUMMARY OF THE SCOPE OF GOODS/SERVICES TO BE PROVIDED; IDENTIFY EACH ITEM, COMPONENT OR SERVICE BEING PROCURED (ATTACH QUOTE/PROPOSAL):

Coverage Dates - October 1, 2021 through September 30, 2022
includes upgrades, updates, and patches for the recording software and related components.
installation, replacement, and repair. Network connectivity, call routing, interface with telephone
network providers, carriers, and equipment manufactures.

PROVIDE A DETAILED JUSTIFICATION AS TO WHY THE REQUESTED GOODS/SERVICES CAN ONLY BE EFFICIENTLY AND EFFECTIVELY PROCURED THROUGH THE RECOMMENDED SINGLE SOURCE PROVIDER:

AK Associates is the only CML and SolaCom manufacturer certified service provider for 911
in Northeast Florida. AK Associates is the one of primary designers of the North Florida Routing
technology and requires specific knowledge and training and availability of timely response.
technology and requires specific knowledge and training and availability of timely response.

ASSERT THAT YOU HAVE RESEARCHED THE AVAILABILITY OF THE REQUESTED GOODS/SERVICES FROM OTHER SOURCES IN APPLICABLE MARKETS AND HAVE DISCUSSED AND EVALUATED THE SAME WITH COJ'S PROCUREMENT AND EBO DIVISIONS:

A.K. Associates is the sole Exacom authorized reseller/service/support partner supporting the P25/NG9-1-1
recording technology. The additional channels/card are only available and supported directly by Exacom factory

Procurement Division____

March, 2020

AK ASSOCIATES

Where Technology, Creativity and Quality Service Meet

August 28, 2021

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

AK Maintenance

Quote # 000655
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

AK Maintenance

Description		Price	Qty	Ext. Price
AKEPMaint	**AK Elite Premier Maintenance** *Dates of Support: 10/1/21 through 9/30/22*	$402,888.96	1	$402,888.96

Subtotal: **$402,888.96**

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

AK Maintenance

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 #: 000655

Version: 1
Delivery Date: 06/24/2021
Expiration Date: 09/21/2021

Quote Summary

Description	Amount
AK Maintenance	$402,888.96
Total:	**$402,888.96**

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: Beth Stankus

Name: Beth Stankus

Title: Manager of Accounting

Date: 06/24/2021

Duval County, FL

Signature:

Name: Lori Leonard

Date:

OFFICE OF THE SHERIFF
ORDER REQUEST FORM

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

Requestor: Phyllis C. Leonard, 9-1-1 Coordinator (Name) | 7107 (ID #) | 904-630-2317 (Phone) | 10/1/2021 (Date)

Deliver To Location: 501 East Bay Street Room216, Catherine Street Loading Dock, Attn: Patricia Welte, Jacksonville FL 32202

Item No.	Description and Model No.	JSO Stock No.	QTY.	Unit Cost	Total
1	AK Associates - County-wide Elite Premier Maintenance Services		12	$ 33,574.08	$ 402,888.96
2	and Technical Support for 911-Emergency Telephone System & Network				
3					
4	Coverage Dates - October 1, 2021 - September 30, 2022				
5	to be invoiced monthly				
6					
7					
8					
9					
10					
11					
12					
13	Replaces 611697-21				
14	Single Source letter attached				
15	PO # must be referenced on all invoices				
				TOTAL REQUEST	$ 402,888.96

Suggested Vendor: AK Associates Vendor Phone: 603-432-5755

Vendor Address / E-mail:

☐ 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:

Approvals:
1. Signature ID # 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

JACKSONVILLE SHERIFF'S OFFICE
911 EQUIPMENT MAINTENANCE

On-site Support – 911 System & PSAP Equipment Maintenance Services
October 1, 2006- September 30, 2007 revised September 15, 2021

SCOPE OF WORK

The equipment and services described herein will support and maintain the operation of the County-wide 911 Emergency Telephone System.

A. Overview

The intent of this specification is to describe the 911 PSAP Equipment maintenance services required by the Jacksonville Sheriff's Office for 911 PSAPs located at the following locations:

Primary PSAPs located at:
501 East Bay Street, Jacksonville, FL 32202
101 S. Penman Road, Jacksonville Beach, FL 32250
850 Seminole Road, Atlantic Beach, FL 32233
200 Lemon Street, Neptune Beach, FL 32266
1 UNF DR, Jacksonville, FL 32224
At Secondary PSAP located at:
515 Julia Street, Jacksonville, FL 32202

At Emergency Backup PSAP located at:
515 Julia Street, Jacksonville FL 32202
5847 Aviation Avenue, Jacksonville FL 32221

Data Center
8324 Baymeadows Way, Jacksonville FL 32256

Potential undetermined sites for Emergency Backup PSAP

B. Required Services – Lot I

TELEPHONE EQUIPMENT
Solacom Guardian and Frequentis Protect, associated equipment

- Provide three dedicated on-site 9-1-1 maintenance service technicians to support and maintain the 9-1-1 system and associated equipment.

- Provide first-tier (on-site) labor support for 911 equipment sold by AK Associates at primary PSAP and all remote sites connected to the primary site host equipment.
- Provide on-site training of calltakers on 911 system equipment as needed.
- Install yearly scheduled upgrades of hardware and software equipment.
- Provide on-site training as needed to supervisor and call takers on the Solacom Guardian 911 system
- Configure Solacom call distributor as required by PSAPs.
- Relocate existing Guardian workstations as needed.
- Provide monitoring of Solacom 9-1-1 equipment and associated software/systems including network.
- Assist Solacom with second-tier support (telephone and on-line factory support)
- Configure Guardian workstations as needed.
- Monitor the 9-1-1 network which includes all connectivity to the Solacom Guardian to the telephone service. The contractor will ensure the network is fully operational by identifying all network concerns and problems. The contractor shall refer, monitor and test network with third parties and keep the Duval County 9-1-1 Office informed of any issue with the 9-1-1 network.

TELEPHONE WORKSTATIONS/COMPUTER INTEGRATED TELEPHONE EQUIPMENT
Central Processing Units (CPU)

- Provide first-tier (on-site) software support for E9-1-1 call answering equipment CPUs and servers at the primary and remote sites.
- Install and maintain Microsoft software on E9-1-1 CPUs and servers at the primary and secondary sites (cost of software is the customer responsibility)

GEOGRAPHIC MAP DISPLAY SOFTWARE
Solacom Guardian Map

- Assist Duval County 9-1-1 in the daily and weekly upload of GIS wireline and wireless data the Guardian Map.
- Provide first-tier support of associated Guardian Map equipment. The contractor shall perform first-tier support and assist the Solacom support team in system trouble shooting, system modification and upgrades, monitoring system, and the installation of associated hardware/software.
- Install Guardian Map and GIS data on new workstations

Landline Telephone Service Providers and Wireless Carriers

- Test, identify and refer wireless and wireline 9-1-1 trouble to the proper telephone service provider(s) and/or other vendors associated with 9-1-1 service including wireless carriers.
- Monitor all referred problems to ensure the problems were properly resolved.

- Escalate all problems not resolved within 24 hours to the Duval County 9-1-1 Administrator.
- Maintain comprehensive management reporting requirements
- Assist 911 Coordinator with the maintain of comprehensive technical and operational standards.
- Assist Local Exchange Carrier in system trouble-shooting, modifications, monitoring, and hardware/software installs as appropriate.

Wireless Carrier/Third Party Provider

- Test, identify and refer wireless 9-1-1 trouble to the proper telephone service provider(s) and/or other vendors associated with 9-1-1 service.
- Assist Wireless Carriers and Third Party Providers in system trouble shooting, modifications, monitoring, and hardware/software installs.
- Configure and maintain each wireless carrier profile in on-site ALI to correctly dip Intrado and/or Comtech.
- Liaison between Intrado and/or Comtech for all network activities associated with 9-1-1 service.
- Maintain wireless routing for Duval County 9-1-1 PSAPs.
- Assist Duval County 9-1-1 with wireless carrier's GIS cell tower and sector data to ensure that the data is configured to display the Phase I and Phase II GIS coverage
- Scheduling and testing activities with the wireless carriers as directed by the Duval County 9-1-1 Administrator.

Computer Aided Dispatch (CAD)

- Provide integration/interface support and installation of associated hardware/software to receive the 911 ALI data.

Recording Equipment

- Provide first-tier on-site support for recording equipment for all locations as needed.

On-site Technical Support

- Provide three (3) on-site service technicians Monday through Friday except for City Holidays.
- On-site technician must be certified by Solacom.
- The initial on-site technician must be employed by contractor and have installed a Solacom Guardian System and have a minimum of one year's experience.
- Work hours will be 8:30AM to 4:30PM unless otherwise agreed upon in writing between City and contractor.

- By request made from the 9-1-1 Administrator, Contractor shall schedule staff to provide on-site technical support at a specified PSAP during an anticipated event such as a hurricane or other disaster or high-profile event such as "Super Bowl" at no additional cost to the City.
- Contractor technicians will not call out any other service that will incur costs to the Duval County - without advising the 911 Administrator.
- City will provide office space – desktop workstations and office/landline telephones – access to supplies, printers & equipment – for the support of the 911 system and equipment. Allotted/designated space for 2 people.
- City shall provide a letter of agency authorizing Contractor to work on equipment and to discuss network configurations with ATT or other carriers as appropriate.

Remote Technical Support

- 24 Hour service will be provided by a trained technician for all out of hour service problems. Response shall be within a maximum two hour time frame. Contractor shall provide the Duval County 9-1-1 with a current escalation list and shall keep such list current.
- Contractor shall provide a single 24-hour emergency contact number for PSAPs to contact technician.

C. Required Services – LOT II

- Install and maintain new models of call processing equipment as Solacom technology changes. This may include Patriot equipment or other models to be determined.
- The contractor shall provide the labor to install the Solacom Guardian workstations at primary PSAPs.
- Solacom Guardian at all remote PSAPs directly connected to the f primary site.
- Handle repair and replacement of equipment and shall handle shipment of returns or repairs to factory. City shall also establish Blanket Order with AK for shipping – repairs and miscellaneous services as needed

D. Compensation to "Contractor":

AK Elite Premier Installation and Maintenance Service

October 1, 2022 – September 30, 2023	$402,888.96
October 1, 2023 – September 30, 2024	$402,900.00
October 1, 2024 – September 30, 2025	$402,900.00
October 1, 2025 – September 30, 2026	$402,900.00
October 1, 2026 – September 30, 2027	$402,900.00

1. **Renewal of Contract:**

   The agreement will be automatically renewed unless the "County" notifies the "Contractor" within 90 days of expiration. The rate shall not increase more than 3% per year and the "County" has the option to renew the contract for five years at a fixed rate.

2. **Termination:** The "County" shall have right to terminate the agreement prior to the expiration date if the "County" provides the "Contractor" a written notification of termination within sixty (60) of expiration by registered mail, in the event "Contractor" fails to perform or observe any covenant or obligation set forth in the this agreement and "Contractor" has failed to cure within said time or the failure is one which cannot be cured within that time and the "Contractor" has failed to take reasonable steps toward said cure within thirty (30) days of notice from the "County" unless the failure is due to the equipment manufacturer and is out of the control of the "Contractor".

This agreement will be approved based on the issuance and acceptance of the properly executed purchase order.

ATTEST:

By:_____
(Signature)

Date: 10/01/2021

Duval County, Florida

By:_____

Date: 10/01/2021

ATTEST:

By:_____
(Signature)

Date: 10/01/2021

CONTRACTOR:
Kraus Associates Inc., d/b/a AK Associates

By: _____
Julie A Chase, President

Date: 10/01/2021