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SUBJECT: CALL CENTER RECORDING REPLACEMENT

BID #: SC-0437-23 **OPEN DATE: 2023-09-13**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: SUPPLY CONTRACT – PERIOD OF SERVICE WILL BE THREE (3) YEARS FROM THE DATE OF AWARD, WITH ONE (1) YEAR RENEWAL OPTION

AGENCY: INFORMATION TECHNOLOGIES DIVISION

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

NUMBER OF BIDS INVITED: 24 **NUMBER RECEIVED:** 1 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval of award to the sole responsive, responsible bidder, Netsync Network Solutions, in the amount of $102,947.36 for Call Center Recording Replacement. The period of service will be three (3) years from the date of award, with one (1) year renewal option.

Funding Source: 53101.113001.546620.00000000.00000.0000000, to be executed by purchase order(s).

Attachments: Recommendation Memo, Bid Tabulation Sheet, Terms and Conditions, Specifications

ANALYST: _____ RUBEN OLA

RESPECTFULLY SUBMITTED: _____ RW
DUSTIN FREEMAN, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Paul Freeman, Enterprise Applications Manager, Information Technologies Division

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(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: September 22, 2023

TO: Dustin L. Freeman, Chief of Procurement Division

THRU: Paul Freeman, Enterprise Applications Manager

Paul Freeman Digitally signed by Paul Freeman Date: 2023.09.22 16:40:56 -04'00'

FROM: Thomas Ossi, Technology Contract and Records Manager

Thomas Ossi Digitally signed by Thomas Ossi Date: 2023.09.22 15:53:50 -04'00'

SUBJECT: **SC-0437-23 CALL CENTER RECORDING REPLACEMENT**

Information Technologies Division (ITD) submitted an Invitation to Bid (ITB) for Call Center Recording Replacement. ITD solicited suppliers to provide an on-premises virtual machine solution utilizing the Eleveo Advanced Quality Management Product.

The Procurement Division received one (1) supplier response and zero (0) no bids with an open date of September 13, 2023. The term of the award is three (3) years from the date of the award with one (1) year renewal option.

ITD Management recommends awarding the bid to the only responsive supplier for the total amount of $102,947.36. All items will be procured via purchase order.

Tracy Geake Digitally signed by Tracy Geake Date: 2023.09.22 16:16:42 -04'00'

Your favorable consideration of ITD's request is appreciated.

Funding Source: 53101.113001.546620.00000000.00000

Attachments: Bid Tabulation

Cc: Jeremy McDaniel, Network and Telecom Infrastructure Manager
William Costa, Technology Infrastructure Manager
Elizabeth Brown, IT Operations Manager
Andre Conyers, IT Contract Administrator

BID TABULATION SHEET

TITLE: CALL CENTER RECORDING REPLACEMENT

BID NO.: SC-0437-23

OPEN DATE: September 13, 2023

PURCHASING ANALYST: RUBEN OLA

BID ANNOUNCER: P.MITCHELL, BID RECORDER: M. PIERCE

No. Invited: (24) No. Received (1) No Bids: (0)

ITEM	DESCRIPTION	QUANTITY	NETSYNC NETWORK SOLUTIONS UNIT PRICE	NETSYNC NETWORK SOLUTIONS EXTENDED PRICE	UNIT PRICE	EXTENDED PRICE	UNIT PRICE	EXTENDED PRICE	UNIT PRICE	EXTENDED PRICE	UNIT PRICE	EXTENDED PRICE
1	ELEVEO ADVANCED QUALITY MANAGEMENT BUNDLE FOR UCCX. DURATION: 3 YEARS, BILLING FREQUENCY: PREPAID, QM-CCX-ACC-1Y	98	$ 851.04	$ 83,401.92								
2	ELEVEO QM SUITE REMOTE IMPLEMENTATION, ZQM-IMPL	1	$ 11,363.63	$ 11,363.63								
3	ELEVEO CALL RECORDING AND QUALITY MANAGEMENT USER TRAINING, TR-QM	1	$ 3,409.09	$ 3,409.09								
4	ELEVEO FEEDBACK TRAINING, TR-FB	1	$ 1,363.63	$ 1,363.63								
5	SPEECH CONSULTING, TR-SPR1	1	$ 3,409.09	$ 3,409.09								
		GRAND TOTAL:	$	102,947.36								
		TERMS:	0% DISC 30 DAYS									
		DELIVERY (Business Days):	30									
		CONFLICT OF INTEREST:	✓									
		ADDENDUM(S)( )										
		NOTES:										

TERMS AND CONDITIONS

CALL CENTER RECORDING REPLACEMENT

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 these item(s) / service(s) and to obtain pricing commitments for **Call Center Recording Replacement** utilizing **Eleveo Advanced Quality Management Product** as listed in the bid documents to include warranty as specified. This is an on-premises virtual machine solution, to be installed on existing virtual environment. The City of Jacksonville will be responsible for necessary configuration changes on the existing Cisco Unified Communication Manager and Call Center Express.

2. AWARD

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

3. TERM OF AGREEMENT

The term of the agreement will be three (3) years from the date of award, with one (1) year renewal option.

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 must be an authorized reseller of Eleveo products. Vendor must provide proof of valid and in good standing certification.

5. PRE-BID CONFERENCE

None

6. 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).

7. 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.

8. DELIVERY

Information Technologies Division, 214 North Hogan Street, 9th Floor, Jacksonville, Florida 32202 (**ITD Server Infrastructure 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.

9. ESCALATION/DE-ESCALATION

All pricing submitted shall remain firm for the first year of the initial contract period. After the first year of the contract term (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.

10. PRICES

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

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 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.

13. 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 to: COJ1CloudInvoices@coj.net. The invoice email subject line **MUST BE**: inv_300000008806179. Invoices can also be submitted through the 1Cloud Supplier Portal.

14. 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.

15. 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.

16. 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

CALL CENTER RECORDING REPLACEMENT

1. **NO SUBSTITUTIONS ON ANY OF THE LISTED ITEMS FOR BID.**
2. **EQUIPMENT MUST BE NEW AND NOT REFURBISHED.**
3. **SOLUTION SUPPORT TERMS SHOULD BE 12 MONTHS AVAILABLE.**

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