SINGLE SOURCE AWARD **BID # SS-11821-22**

SUBJECT: SERVICE AGREEMENT FOR WARRANTY, 24/7/365 HELP DESK, SERVICE, PREVENTATIVE MAINTENANCE, PARTS, AND TECHNICAL SUPPORT FOR THE JSO REAL TIME CRIME CENTER A/V SYSTEM

DEPARTMENT: Jacksonville Sheriff's Office

DESCRIPTION OF PURCHASE: Recommend approval to ratify the period of service from August 1, 2021 through date of award.

Recommend approval of a single source award to Interstate Electronic Systems, LLC for a Service Agreement for Warranty, 24/7/365 Help Desk, Service, Preventative Maintenance, parts and technical support for the JSO Real Time Crime Center A/V system for a three (3) year period from date of award through July 31, 2024. The total not to exceed expenditure amount for the three (3) year period is $85,329.14. Total expenditure amount for FY22 is $28,443.04.

FUNDING SOURCE: 00111.541201.531090.000000.00000000.00000.0000000 - To be executed by contract through Office of General Counsel and process via Purchase Order release(s)

SINGLE SOURCE AWARD TO: Interstate Electronic Systems, LLC

PRICE JUSTIFICATION: See attachment

TOTAL AWARD: $85,329.14 **REQUISITION #:** IHIN-500288-22

ATTACHMENTS: Agency Memo, Single Source Form, Service Agreement/Quote, Award - purchase of CommandCentral Aware/Video Surveillance Solutions

CERTIFICATION AS TO SINGLE SOURCE: Mike Bruno, Director of Investigations & Homeland Security

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

Wallace-Cohen

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 of Budget

From: Mike Bruno
Director of Investigations & Homeland Security

Subject: Request for Single Source Award – Interstate Electronic Systems, LLC

Date: November 2, 2021

We are requesting approval for a single source award with Interstate Electronic Systems, LLC for a three-year period from August 1, 2021 through July 31, 2024. The total not to exceed expenditure amount for the three period is $85,329.14, with $28,443.04 for FY22 from account code 00111.541201.531090.000000.00000000. Attached is the single source form, single source memo and the quote and letter from the vendor. We are requesting that a POA be sat up for this request.

Please let me know if you need any additional information.

07427

OFFICE OF THE SHERIFF
ORDER REQUEST FORM

Request For: Real Time Crime Center (Work Unit) | Investigations (Division) | Investigations / HS (Dept.)

Requestor: Catherine Clark (Name) | 65913 (ID #) | 630-7006 (Phone) | 9/1/2021 (Date)

Deliver To Location: 501 E Bay Street, Catherine Street Loading Dock, Attn: Catherine Clark, Jacksonville, FL 32202

Item No.	Description and Model No.	JSO Stock No.	QTY.	Unit Cost	Total
1	Performance Assurance Solution (PAS) for the RTCC A/V System		1	########	$ 85,329.14
2					
3					
4					
5					
6					
7					
8	This will be billed at 1/3 contract amount at the beginning of each term year.				
9					
10					
11					
12					
13					
14					
15					
				TOTAL REQUEST	$ 85,329.14

Suggested Vendor: Interstate Electronic Systems, LLC Vendor Phone: (504)729-6111 ext 112

Vendor Address / E-mail: mdiaz@ies-llc.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

RECEIVED
2021 SEP -3 A 7:29
OFFICE OF THE SHERIFF
BUDGET & FISCAL MGT

Justification / Repetitive Request Authorization / Notes:

To allow for the continual use of the video wall in the Real Time Crime Center.

Approvals:

1. Catherine Clark (Signature) | 65913 (ID #) | 9/1/2021 (Date)
2. (Signature) | (ID #) | (Date)
3. (Signature) | (ID #) | (Date)
4. Director M. Bl (Signature) | 5518 (ID #) | 09.02.2021 (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 12/2011

Wallace Cohen, Olive

From: Baines, Deidra B. <Deidra.Baines@jaxsheriff.org>
Sent: Friday, December 10, 2021 8:12 AM
To: Wallace Cohen, Olive
Cc: Clark, Catherine M.
Subject: RE: IHIN-500288-22 - RTCC - Performance Assurance Solution (54429)

EXTERNAL EMAIL: This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Olive,

It took a while to get this in place so the date needs to reflect August 1, 2021, so there is continuous maintenance coverage on the equipment with no lapse in the coverage period after the initial warranty maintenance period was over.

Thanks,

Deidra Baines, #69081
Procurement Manager
Jacksonville Sheriff's Office | Budget Division
Office: 904.630.2217 | Desk: 904.630.5970| Fax: 904.630.2772
Deidra.Baines@jaxsheriff.org

Connect with us: jaxsheriff.org or on social media
The Mission of the Jacksonville Sheriff's Office: "To Serve and Protect in Partnership with Our Community"

From: Wallace Cohen, Olive <OWCohen@coj.net>
Sent: Thursday, December 9, 2021 4:46 PM
To: Baines, Deidra B. <Deidra.Baines@jaxsheriff.org>
Cc: Clark, Catherine M. <Catherine.Clark@jaxsheriff.org>
Subject: IHIN-500288-22 - RTCC - Performance Assurance Solution (54429)

******EXTERNAL EMAIL SOURCE******

This email was sent from a non-JSO account. Do not open any links or any attachments unless you trust the sender and know the content is safe.

Hi Deidra:

I am processing the attached REQ and have a question.

-
- The Single Source Request is for the period commencing August 1, 2021....Can you please explain why the period is before an award is made.

Thanks in advance for your prompt response.

Best Regards,

Olive Wallace-Cohen
Purchasing Analyst
214 N. Hogan Street (8th Floor)
Jacksonville, FL 32202
Phone: 904-255-8816
E-mail: OWCohen@coj.net

CITY OF JACKSONVILLE

"Please note that under Florida's very broad public records law, email communications to and from City officials are subject to public disclosure."

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):

Warranty, 24/7/365 Help Desk, Service, preventative maintenance, parts and technical support for the JSO Real Time Crime Center A/V system for a 36 month period.

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

JSO owns the Real Time Crime Center A/V System, that is part of the CommandCentral Aware program, that was installed by Interstate Electronic Systems, LLC (IES). The system is a custom system that was designed and installed by IES. IES is the authorized Crestron supplier that can provide the service, preventative maintenance, emergency repairs, parts and technical support on the critical custom system they installed.

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:

We have conducted research and Interstate Electronic Systems, LLC, is the authorized supplier to provide a 24/7/365 Service desk, Preventative Maintenance, Emergency repair, extended warranty of all equipment and critical spare parts. This request is in accordance with Section XII - Section (i) Single Source request for required maintenance, parts and service for equipment previously purchased by the City.

Interstate Electronic Systems, LLC

PERFORMANCE ASSURANCE SOLUTIONS

Client: Jacksonville Sheriff's Office
501 E. Bay Street
Jacksonville, Florida 32202

Contact: Ronnie Booker
Phone: (863)382-6466
Site/Room: Real Time Crime Center

Contract Term: 36 Months, start 8-1-2021 to 7-31-2024

This Performance Assurance Solution (PAS) is proposed by Interstate Electronic Systems, LLC (IES) to provide service, maintenance, and technical support to **Jacksonville Sheriff's Office,** hereafter referred to as "Client", for the Jacksonville Real Time Crime Center A/V System under the following terms and conditions. The A/V system in the designated room(s) that has been designed and installed by IES shall be covered and does not include owner-supplied equipment. A Crestron Control System upgrade is included in this proposal, which provides a 10-inch touch screen, configured to allow client control of the AV System in the designated room(s). Additional equipment for add-ons or changes in these rooms is not included. If new A/V equipment or system upgrades are purchased and installed from IES, the new equipment may be rolled into coverage for the balance of the contract for an additional fee.

Professional Services by the system manufacturer, Christie (www.christiedigital.com) is included in this proposal to include:

- 24/7/365 Service Desk
- 2 Onsite Preventative Maintenance Visits
- 4 Onsite Emergency repair incident (Next Business Day M-F Response
- Extended warranty of all equipment for 36 additional months.
- Increased availability and delivery of critical spare parts (M-F 8am-1pm PST, Sat.8am-1pm PST)

Repair incidents escalated to IES will be responded to as follows:

- Telephone response during normal business hours 7:30 – 4:00PM Central Time - 4 business hours
- Technician on site (if required) - next business day

1.0 Definition of Services

The following provides the definition of services. The specific service level included in the scope of service section by service level:

A. Christie Professional Services to include the following:

Line	Product Description	Part No.	Qty
1	All lines below are required for the services of a system consisting of: (qty. 8) Christie FHD553-XE, (qty. 5) Christie Terra Tx's, (qty. 8) Christie Terra Rx's, (qty. 1) Christie Terra Controller, and (qty. 1) Netgear M4300-48X; at the following site address:		
2	Jacksonville Police Department 501 E Bay St Jacksonville, FL 32202		
3	This package includes Standard Service package for 3 years and Part Service coverage (EW) for all parts listed in line#1 for 5 years from the original date of Purchase (IES Original HW PO#61094). -Terra Equipment (2 Years base warranty+ Parts Service for year 3, 4, and 5) -LCD Panels (3 Years Base Warranty + Parts Service for Year 4, and 5) -Mounts and Trim Kits are NOT included.		
4	Standard Service Package, 2PM/1EM - Enterprise	007-000324-01	3
5	Premium Service Package – Enterprise (1EM / 2PM) Includes: • 24/7/365 Service Desk • 2 Onsite Preventative Maintenance Visit • 4 x (Qty. 4) Onsite Emergency repair incident (NBD M-F Response)		
6	Critical Inventory Logistics - Enterprise	007-000316-01	3
7	(CIL provides increased availability and delivery of critical spare parts from our forward stocking locations.) • Access to spare parts (M-F 8am-8pm PST, SAT 8am-1pm PST)		
8	Multiple Display Upgrade, per group - Enterprise	007-000064-01	3
9	(Required for multi-projection systems and large video walls of added complexity.)		
10	**********		
11	Parts coverage for the equipment mentioned in Line#1 during year 3,4, and 5. Year 3 is less because the panels comes with 3 years warranty and only the Terra System needs to be added.		
12	Parts Services, Year 3 – Enterprise	007-PTSER3-01	1
13	Parts Services, Year 4 – Enterprise	007-PTSER4-01	1
14	Parts Services, Year 5 – Enterprise	007-PTSER5-01	1

B. Crestron Control System Upgrade: New Crestron 10-inch touch panel, Crestron Control Processor, Programming, Commissioning of System and System Operation Training.

C. Phone Response: Phone support includes responding to the client's request to gather information regarding the service, support, or warranty request. If applicable, IES shall also have a technical staff member attempt over the phone trouble shooting with the Client before dispatching a technician.

D. Technician On-Site Response: The time from IES phone response to when IES will ensure a technician arrives on-site to assess a service, support, or warranty request.

E. Preventative Maintenance: Perform on-site preventative maintenance visits of applicable equipment in the A/V system. IES shall provide Client with proposed preventative maintenance schedule and checklist upon acceptance of PAS. This maintenance to applicable equipment shall include tasks such as:

- Inspection of equipment, connections, operation, and functionality
- Perform applicable focus, convergence, alignments, and calibration for LCD Video Displays(s).
- Processing of applicable manufacturer warranty documentation
- Refresh client on basic system operation
- Perform firmware upgrade as needed and applicable for your system.

- Clean all equipment racks, touch panels and flat panel displays.

F. Manufacturer Warranty Labor Support: Labor to labor to support the equipment warranty provided by a manufacturer. Labor may include tasks such as removing/reinstallation of equipment for a manufacturer or re-packaging equipment for sending a return to the manufacturer.

G. Service Labor Rates: Client's rates for service labor for additional service work that is not warranty or otherwise covered by the selected PAS.

H. Training Session: Training session for up to 2 hours on the IES installed audio visual systems utilizing IES and manufacturer created training materials.

I. Loaner Equipment: Equipment IES may provide for client use (if available) while a IES installed solution is being serviced or repaired. Equipment may not be the exact make and model, but IES shall use commercially reasonable efforts to provide a functional solution.

J. Freight: The charges for shipping material to and from a manufacturer for warranty repair.

K. After Hours Service: Service requested outside of the normal business hours of IES which are 7:30AM – 4:00PM Central Time Monday through Friday.

L. Emergency Service: Emergencies are defined as a catastrophic failure of a critical component necessary for the overall functionality of the system. Peripheral components (i.e. lamps, etc.) failures shall not be considered an emergency. Emergency Services hours are defined as outside of IES normal business hours of 7:30AM-4:00PM Central Time Monday through Friday. After-hours emergency support will be directed to the appropriate resources and will be handled on a best effort basis. A call or email for emergency service to our Support Team will initiate the response of the proper resources. Emergency Support, not covered in this agreement will be invoiced at the afterhours rate.

2.0 Items and Services Not Included

A. Costs for system upgrades, add-ons, functionality, and operation modification to system (excluding Crestron Control System upgrade included in this agreement).

B. Any service for owner/client furnished equipment (OFE), client computers, or issues caused by client computers or OFE.

C. Any work permits or additional documentation required for region where work is performed.

D. Parts for service, including lamps, batteries, cables, etc. are not included.

E. Specifically excluded from coverage under this Service Agreement are cosmetic parts, burn- screen surfaces, consumable items (batteries, filters, etc.), mirrors, projector optical blocks. Parts and repairs required for any equipment not installed by IES will be billed separately by IES to Client.

3.0 Client Requirements

A. Client shall be responsible for providing IES with a point of contact (POC) for applicable site communications.

B. Ensure cooperation during phone support and testing to increase possibility of problem resolution via phone.

C. Ensure room is available for IES technician during scheduled maintenance or repair visits.

D. Client shall hold all information, pricing, data, procedures, and specifications produced or provided by IES as confidential and proprietary to IES and shall not reveal such information to third parties without written permission from IES.

4.0 Scope of Services

The table below provides a summary for the specific service level::

FEATURE	ADVANCED ASSURANCE
Phone Response	4 Business hour (If received before noon -normal business hours)
Technician On-Site Response	Next business day
Labor to support manufacturer warranty	Included for term of the assurance contract
Loaner Equipment	(if available)
Freight	Not included (billable)
Standard Service Hours	7:30am-4:00pm Central Time
After Hours Service	231/Hr* 4 hour minimum
Equipment Assurance Plan	Yes
3 Year Cost	$85,329.14*
*NOTE: Billed @ 1/3 contract amount at beginning of each term year	

* Hourly site service – excludes travel and expenses, billed at cost.

5.0 General Conditions

A. Performance Assurance Solutions are billed in full at the beginning of the term.

B. Force Majeure: Neither Client nor IES shall be held liable for damages caused by delay or failure to perform hereunder, when such delay or failure is due to flood, fire, storm, earthquake, or other acts of God, strikes, war, civil unrest, acts of public authorities, or delay or default of public carriers.

C. This contract will become void without refund if any service or installation work is performed in this system either by client, client's representatives, or other contractor(s) than IES without written permission from IES.

D. Client shall hold IES harmless and IES shall not be liable for any incidental, special, consequential damages of any nature arising out of services and information provided by IES based upon documented manufacturers or contractor(s) specifications.

E. This agreement contains the entire understanding of IES and Client. Any alleged oral representation or modifications concerning this agreement shall be of no force or effect unless contained in a subsequent written modification signed by both IES and Client.

F. This agreement shall be governed by the laws of the state of Louisiana.

6.0 Equipment Assurance Plan

A. In the event any part of the equipment becomes defective, or in the event any repairs are required, IES agrees to make all repairs and furnish replacement of parts. This agreement does not cover damages as a result of power surges, vandalism, acts of nature, acts of God, acts of terrorism, misuse and abuse, or improper use of the system in a manner other than intended. Any damage to material or equipment caused by accident, attempted or unauthorized repair service, modification, or improper installation by anyone other than IES is expressly not covered. IES shall not be liable for consequential damages. Client acknowledges that any affirmation of fact or promise made by IES shall not be deemed to create an express acceptance of responsibility unless included in this contract in writing; and that there are no warranties which extend beyond those on the face of this agreement. Client's exclusive remedy for IES's breach of this contract is to require IES to repair any equipment which is non-operational.

7.0 Special COVID-19 Statement

A. Supply chain issues exist in the audiovisual industry due to the 2019 novel coronavirus and the diseases it causes, collectively referred to as COVID-19. IES may experience delays in acquiring audiovisual equipment or unforeseeable travel delays, due to COVID-19, which could delay installation or support response times. Should an installation date be delayed, due to COVID-19, IES will invoice the customer for equipment that has already been received by IES (from the manufacturer) in monthly progress payments.

8.0 Assurance Pricing

Client Price: $85,329.14
***NOTE: Billed @ 1/3 contract amount at beginning of each term year**

ACCEPTANCE:
THE PERFORMANCE ASSURANCE PLAN AND THE TERMS AND CONDITIONS HEREIN ARE AGREED TO AND ACCEPTED.

Client	Interstate Electronic Systems, LLC
_____	_____
Signature	Signature
_____	_____
Print name and title	Print name and title
_____	_____
Date	Date

Professional Services Proposal -

Local market cities

City	State	City	State
Atlanta	GA	Los Angeles	CA
Anchorage	AK	Miami	FL
Baltimore	MD	Minneapolis	MN
Birmingham	AL	Mobile	AL
Boston	MA	Nashville	TN
Charlotte	NC	New Orleans	LA
Chattanooga	TN	New York	NY
Chicago	IL	Newark	NJ
Cleveland	OH	Norfolk	VA
Columbia	SC	Oklahoma City	OK
Columbus	OH	Orlando	FL
Columbus	GA	Pensacola	FL
Council Bluffs	IA	Peoria	IL
Dallas	TX	Philadelphia	PA
Denver	CO	Phoenix	AZ
Des Moines	IA	Pittsburgh	PA
Detroit	MI	Raleigh	NC
Flint	MI	Roanoke	VA
Grand Rapids	MI	Salt Lake City	UT
Hartford	CT	San Diego	CA
Houston	TX	San Francisco	CA
Indianapolis	IN	Seattle	WA
Jacksonville	FL	St. Louis	MO
Kansas City	MO	Tampa	FL
Knoxville	TN	Washington	DC
Little Rock	AR		

For the most current specification information, please visit christiedigital.com

CERTIFIED ISO 9001

CHRISTIE

Interstate Electronic Systems, LLC
1521 Dickory Avenue
Harahan, Louisiana 70123
(504)729-6111

SINGLE SOURCE AWARD **BID # SS-0068-19**

Subject: Purchase CommandCentral Aware and Video Surveillance Solutions

Department: Information Technologies Division

Description of Purchase:
Recommend approval of Single Source Award to Motorola Solutions, Inc., for the purchase of CommandCentral Aware and Video Surveillance Solutions for the Jacksonville Sheriffs' Office. Period of service will be five (5) years from date of executed contract. Total estimated expenditure for FY19 is $1,615,623.00 with an expenditure amount not to exceed $3,173,286.00 for the five year period.

Funding for this award to be encumbered by various accounts, to be executed thru the Office of General Counsel.

Single Source Award To: Motorola Solutions, Inc.

Price Justification: See Attached

Total Award: $3,173,286.00 **Requisition # N/A**

Attachments: Single Source Form; Agency Memo, Vendor Letter, Vendor Quote

Certification as to Single Source: Kenneth Lathrop, Chief of Information Technologies Division/CIO

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

ANALYST: Ruben Ola

Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE
"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE*** 11/29/18

ACTION OF AWARDING AUTHORITY

APPROVED **DISAPPROVED** **DATE:** 11/29/18

OTHER

SIGNATURE OF AUTHENTICATION

Sam E. Mousa
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of:
Executive Order No. 2015-05

FORM GB-114, Revised 12/2007

SINGLE SOURCE AWARD **BID # SS-0068-19**

Subject: CommandCentral Aware and Video Surveillance Solutions

Department: Jacksonville Sheriff's Office

Description of Purchase:
Recommend approval to increase the Single Source Award for CommandCentral Aware and Video Surveillance Solutions, with Motorola Solutions, Inc., in the amount of $200,000.00, for CommandCentral Video Wall Add-On. The total revised expenditure for the first year is $1,815,623.00. The revised total not-to-exceed expenditure amount for the five (5) year award period is $3,373,286.00.

Funding Source: SHPS011SSAD-05204 - To be executed by formal contract amendment through the Office of General Counsel

Single Source Award To: Motorola Solutions, Inc.

Price Justification: See Attached

Total Award: $3,373,286.00 **Requisition #** N/A

Attachments: Recommendation Memo, Change Order, Vendor Proposal and Previous Award

Certification as to Single Source: Nick Burgos, Director of Investigations and Homeland Security

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

ANALYST: Taryn Manser

Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE
"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

Teresa R. Eichner
CHAIRMAN

DATE 8/08/19

Jim R. McCain

ACTION OF AWARDING AUTHORITY

DATE: 8/8/19

APPROVED ✓ DISAPPROVED

OTHER

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

SIGNATURE OF AUTHENTICATION

FORM GB-114, Revised 12/2007