SUBJECT: LEASED LIT FIBER SERVICES

BID #: SC-0291-20 **OPEN DATE: 2019-11-20**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: SUPPLY CONTRACT – PERIOD OF SERVICE WILL BE FROM APRIL 1, 2020 THROUGH MARCH 31, 2023, WITH THREE (3) TWO (2) YEAR RENEWAL OPTIONS

AGENCY: INFORMATION TECHNOLOGIES DIVISION

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

NUMBER OF BIDS INVITED: 16 **NUMBER RECEIVED:** 3 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval of award to the lowest responsive, responsible bidder AT&T Corp. in the amount of $2,925,000.00 for LEASED LIT FIBER SERVICES. Period of service will be from April 1, 2020 through March 31, 2023, with three (3) two (2) year renewal options.

Funding for this award to be encumbered by various accounts:
SHPS011SSIT-04102 $ 675,000.00
SHPS171SS91-04102 $ 750,000.00
AFIT531CSCS-04102 $1,500,000.00

To be executed by formal contract through the Office of General Counsel and to be processed by individual purchase order.

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

ANALYST: _____
RUBEN OLA

RESPECTFULLY SUBMITTED: _____
GREGORY PEASE, 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 _____

CITY OF JACKSONVILLE

01/15/20 12:09:25
Procurement Division

DATE: January 14, 2020

TO: Greg Pease, Chief of Procurement Division

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

FROM: Thomas Ossi, Technology Contract and Records Manager Thomas Ossi

SUBJECT: **SC-0291-20 - Leased Lit Fiber Services**

The Information Technologies Division submitted an RFP for Leased Lit Fiber high-speed data connections at multiple locations across the City. The current contract for these services expires March 31, 2020, and therefore a new contract and new pricing are required. The initial term will be three (3) years with three (2) two-year renewal options. All connections under the new contract are to be provisioned by April 1, 2020.

ITD received three (3) bids and zero (0) no bids. The pricing catalog totals for the bandwidth speeds included in the RFP are as follows:

Vendor	Initial 36 Month Term*	1st 2 Year Renewal Option	2nd 2 Year Renewal Option	3rd 2 Year Renewal Option	Total Possible Life of Contract
AT&T	**$347,904.00**	**$213,718.32**	**$197,155.25**	**$182,087.78**	**$940,865.35**
Comcast Business	$517,248.00	$310,348.80	$288,623.94	$274,191.20	$1,390,411.94
CenturyLink	$1,296,684.00	$864,456.00	$864,456.00	$864,456.00	$3,890,052.00

*Please note that the pricing catalog totals do not take into account the number of locations where services are required, but rather represent an overall comparison of vendor pricing.

ITD has reviewed the bid submittals for accuracy and recommends awarding to AT&T Corp., the lowest responsive, responsible bidder for the initial 36-month contract term over the entire catalog of services.

There are 199 locations included under this contract, which utilize a range of bandwidth requirements. Total estimated expenditure for all required services over the initial three (3) year term is $2,925,000.00.

FUNDING SOURCES:	SHPS011SSIT – 04102	$ 675,000.00
	SHPS171SS91– 04102	$ 750,000.00
	AFIT531CSCS – 04102	$1,500,000.00

Your favorable consideration of this request is appreciated.

Cc: Robert Gray, Technology Infrastructure Manager
Michael Rooney, Network & Telecom Infrastructure Manager

Attachments: Bid Tabulation Sheet

BID TABULATION SHEET

TITLE: LEASED LIT FIBER SERVICES

BID NO.: SC-0291-20

OPEN DATE: November 20, 2019

PURCHASING ANALYST: RUBEN OLA

BID ANNOUNCER: R. BARNETT, BID RECORDER: S. WILLIAMS

No. Invited: (16) No. Received (3) No Bids: (0)

ITEM	DESCRIPTION	QUANTITY	CENTURY LINK COMMUNICATIONS, LLC. AMOUNT	COMCAST BUSINESS COMMUNICATIONS, LLC AMOUNT	AT&T CORP AMOUNT	AMOUNT
1	LEASED LIT FIBER SERVICES, Bandwidth* 5Mb, 10Mb, 20Mb, 50Mb, 100Mb, 250Mb, 500Mb, 1Gig, 2Gig, 10Gig, 20Gig, 3-YEAR CONTRACT TOTAL AMOUNT	1 LOT	$ 1,296,684.00	$ 517,248.00	$ 347,904.00	
2	LEASED LIT FIBER SERVICES, Bandwidth* 5Mb, 10Mb, 20Mb, 50Mb, 100Mb, 250Mb, 500Mb, 1Gig, 2Gig, 10Gig, 20Gig, OPTION YEAR 1 (2-YEAR CONTRACT TOTAL AMOUNT)	1 LOT	$ 864,456.00	$ 310,348.80	$ 213,718.32	
3	LEASED LIT FIBER SERVICES, Bandwidth* 5Mb, 10Mb, 20Mb, 50Mb, 100Mb, 250Mb, 500Mb, 1Gig, 2Gig, 10Gig, 20Gig, OPTION YEAR 2 (2-YEAR CONTRACT TOTAL AMOUNT)	1 LOT	$ 864,456.00	$ 288,623.94	$ 197,155.25	
4	LEASED LIT FIBER SERVICES, Bandwidth* 5Mb, 10Mb, 20Mb, 50Mb, 100Mb, 250Mb, 500Mb, 1Gig, 2Gig, 10Gig, 20Gig, OPTION YEAR 3 (2-YEAR CONTRACT TOTAL AMOUNT)	1 LOT	$ 864,456.00	$ 274,191.20	$ 182,087.78	
5	LEASED LIT FIBER SERVICES, Bandwidth* 5Mb, 10Mb, 20Mb, 50Mb, 100Mb, 250Mb, 500Mb, 1Gig, 2Gig, 10Gig, 20Gig, EXTENDED TOTAL (9-YEAR CONTRACT TOTAL AMOUNT)	1 LOT	$ 3,890,052.00	$ 1,390,411.94	$ 940,865.35	
	GRAND TOTAL: (3 YEARS PLUS THREE (3) TWO (2) YEAR RENEWAL OPTIONS)		$ 3,890,052.00	$ 1,390,411.94	$ 940,865.35	
	MINIMUM REQUIREMENTS:					
	TERMS:		0% 30 DAYS	0% 30 DAYS		
	DELIVERY (Business Days):		30 DAYS	60-90 DAYS ARO		
	CONFLICT OF INTEREST:		✓	✓	✓	
	ADDENDUM(S)(1 ,2,3,4)		✓	✓	✓	
	NOTES:					

TERMS AND CONDITIONS

LEASED LIT FIBER SERVICES

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 proposals for fully meshed leased lit fiber for delivery of wide area network (WAN) services to connect various City locations with fiber. The current City contract(s) are expiring on March 31, 2020, and we are seeking a new competitive contract for enhanced fiber services.

The new services must be operational at all locations per Appendix A on April 1, 2020 which represents the expiration of the current service(s).

City of Jacksonville is seeking a fully managed, meshed leased lit fiber solution with no special construction charges. The monthly bid price will be all-inclusive of all charges with NO one-time or construction cost for the fully managed leased service

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.

3. TERM OF AGREEMENT

The term of this agreement will be from April 1, 2020 through March 31, 2023, with three (3) two (2) year renewal options. Renewal Options may be exercised at the discretion of the City based on supplier performance and adherence to the terms and condition set forth in the bid documents.

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 Bidder shall provide all business licenses required by local, state, and federal law as applicable.

b. The Bidder must be the prime contractor for each client/contract referenced. All references shall be for work performed within the last five (5) years at commercial, government, educational and/or institutional complexes for contracts of comparable size in Florida (100+ locations per reference). Services shall have been established for a minimum of three (3) years. The City of Jacksonville reserves the right to contact listed references for validation. Minimum references two (2), Maximum four (4). Provide reference information in the format outlined in Appendix B-Business/Corporate References Form.

c. Bidder must provide documentation of a local office presence. Local office must be located within a 50-mile radius of the City of Jacksonville ITD at 214 N. Hogan Street. Address to be included with vendor bid proposal.

d. Bidder must provide the Service Level Agreement (SLA), including method of calculating and applying credits in case of responded/vendor not meeting the SLA requirements.

5. PRE-BID CONFERENCE: (MANDATORY)

October 17, 2019, 10:00am, Room 825, 8th Floor, 214 N. Hogan Street, Jacksonville, FL 32202.

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 may vary as needed and should not be considered fixed.

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. DELIVERY

Information Technologies Division, 214 North Hogan Street, 9th Floor, Jacksonville, Florida 32202. ITD Contact Network 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.

Delivery of all equipment to the City of Jacksonville must take place within 30 business days of receipt of the Purchase Order.

10. PRICES

MONTHLY RE-OCCURRING COSTS

All Inclusive - the monthly cost for services includes "ALL" construction costs; including but not limited to, provisioning, connection, construction charges, labor, tariff, taxes (local, federal, state), site visits, program management, etc. **The City of Jacksonville and the Jacksonville Sheriff's Office has the ability to add new site(s) and shall not be charged any one-time charges for the additional site(s). When a new site is added, the Awarded contract price will apply and the Term shall coincide with the current term of the contract or the remainder of the term of contract or renewal option. Should a site be removed, future invoices will reflect a lower monthly cost based on the removal of the applicable circuit cost stated in the contract. Early termination fee(s) will not be assessed.**

In addition, any known costs such as federal excise taxes and FCC charges must be detailed and explained in the bid proposal, in order for the city to estimate the total cost of the executed contract.

The City of Jacksonville may close or move from a service location due to operational needs. The service contract must include a provision that allows the City to disconnect services, without disconnect or termination fees, in the event a location is closed and/or moved.

At each contract renewal or extension, The City of Jacksonville reserves the right to review pricing and any adjustment agreed upon will become effective at the beginning of the renewal period.

The City requires the ability to temporary adjust bandwidths as needed at any site during the term of the contract.

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

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 services are delivered and/or rendered to the City of Jacksonville or its agencies. At a minimum, invoices must include: purchase order 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: 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. The awarded vendor will be required to submit the copy of insurance certificate within ten (10) days from date of receipt of award notice. Bid number should be listed on certificate.

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

Description of Services and Deliverables

A. SCOPE OF SERVICES

1) City of Jacksonville fully meshed Leased Lit Fiber network will be dedicated, symmetrical transport bandwidth to each location (See Appendix A) with Service Level Agreement (SLA) guarantees between the designated endpoints. The solution must be scalable as noted in Bid Proposal Form (or closest higher bandwidth offering to what is specified). Each respondent is required to complete the pricing matrix located in Bid Proposal Form of this RFP. If an increase in bandwidth is requested or a new site is added during an existing contract period the Monthly Recurring Costs (MRC) will co-term at the contracted rate. City of Jacksonville (COJ) and Jacksonville Sherriff's Office (JSO) will have separate Redundant & Meshed "Headend" locations for WAN connectivity as listed on Appendix A and will be single mode fiber hand-offs.

   a) City of Jacksonville and JSO "Remote" locations for fully meshed WAN connectivity are at the locations listed in Appendix A and will be a copper hand-off. In addition, remote locations shall be configured to use either COJ or JSO Headends respectively for redundancy. Site locations may increase or decrease as needed throughout the term of the contract.
   b) Leased lit fiber requires 24x7x365 maintenance and repairs the cost of which will be included as part of the Monthly Reoccurring Costs (MRC) response using the Bid Proposal Form.
   c) Vendor shall maintain the applicable circuits 7 days per week, 24 hours per day and 365 days per year. Upon notification from the City of Jacksonville or JSO of a malfunction relating to the applicable circuit(s) vendor's ***technical "subject matter expert" shall respond (24x7x365) to such a call within one (1) hour and be actively working to resolve the issue.***

2) Maintenance will include but not be limited to the following below:
   a) Routine maintenance and inspection
   b) Scheduled maintenance windows and scheduling practices for planned outages according to the City's Change Management process
   c) Marker and handhole inspection and repair
   d) Handling of maintenance and outages and customer problem reports in accordance with the COJ Change Management Process
   e) Specifies what agreements are in place with applicable utilities and utility contractors for emergency restoration
   f) Repair of circuit breaks
   g) Mean time to repair
   h) Replacement of damaged infrastructure
   i) Post repair testing
   j) Replacement of fiber that no longer meets specifications
   k) Policies for customer notification regarding maintenance
   l) Process for changing procedures, including customer notification practices
   m) Process for moves, adds, and changes
   n) Process for responding to Locate requests

3) Service Level Agreement:

a) Vendor will provide a proposed Service Level Agreement (SLA) along with the RFP response. The proposal must include a description of the following services, how these services will be measured and how credits will be applied.
b) Fiber Network Availability: the provider will make all reasonable efforts to ensure 100% network availability of each circuit
c) 0.25% frame/packet loss commitment
d) 25ms maximum network latency
e) 10ms network jitter commitment
f) There is no right of provider to limit or throttle the capacity of the circuit at any time for any reason.
In addition to the required services, the proposal will include but is not to be limited to the following services:
g) Vendor Network operations center: Solution will provide customer support functions including problem tracking, resolution and escalation support management on a 24x7x365 basis. Customer has the right and is encouraged to call concerning any problems that may arise relative to its connection with vendor provided services.
h) Trouble reporting and response: Upon interruption, degradation or loss of service, Customer may contact Vendor by defined method with a response based on trouble level. Upon contact from the Customer, the Vendor support team will initiate an immediate response to resolve any Customer issue. Customer will receive rapid feedback on trouble resolution, including potential resolution time.
i) Escalation: In the event that service has not been restored in a timely manner, or the Customer does not feel that adequate attention has been allocated, the Customer can escalate the trouble resolution by request. A list of escalation contacts will be provided when implementation schedule is completed.
j) Resolution: The Customer will be notified immediately once the problem or Root Cause has been established and will be asked for verbal closure of the incident.
k) Trouble reporting, escalation and resolution: A detail trouble reporting, escalation and resolution plan will be provided to the City of Jacksonville.
l) **Measurement: As stated in SPECIFICATIONS 1.c, vendor stated commitment is to respond to any outage within one (1) hour. Time starts from the time the Customer contacts vendor and identifies the problem. Credits for outages will be identified.**
m) Reports: Upon request, an incident report will be made available to the Customer within five (5) working days of resolution of the trouble.
n) Link performance per segment: The service will maintain the proposed link performance throughout the term of the contract.
o) Online Historical Uptime Chart: Provide aggregate uptime statistics for your proposed service in the geographic area encompassing City of Jacksonville.

4) Timeline
For each response, respondents must include a timeline to bring all sites and services online and an explanation of how much they are able to adhere to City of Jacksonville's specified timeline. **Respondents' timeline must show all sites online by the April 1, 2020.**

5) Demarcation
All solutions must terminate service or infrastructure in the demarcation point provided by either the COJ or JSO. Solutions bringing service to the property line but not to the demarcation point are not acceptable.

6) Network Diagram:
At time of award, awarded bidder will provide a diagram showing the paths to be used to serve each endpoint. More details to be provided during the Mandatory Pre-Bid Meeting.