SINGLE SOURCE AWARD **BID # SS-0259-20**

Subject: Essential PLUS 24x7 Maintenance Services for Nortel PBX

Department: Information Technologies Division

Description of Purchase:
Recommend approval of Single Source Award to AT&T for the Essential PLUS 24x7 Maintenance Services for legacy Nortel PBX enterprise telephone system. Period of service will be from October 1, 2019 through September 30, 2020. Total requested expenditure amount not to exceed $133,340.00.

Funding for this award to be encumbered by account AFIT531CSCS-04603, to be executed by purchase order(s). This award is subject to appropriation by the City in the fiscal year beginning October 1, 2019. No funds have been appropriated to date. The City has no obligation for payment and work hereunder is not authorized unless funds are appropriated for work herein. A written notification will be provided in the event the funds are appropriated.

Single Source Award To: AT&T

Price Justification: See Attached

Total Award: $133,340.00 **Requisition #**

Attachments: Single Source Form; Agency Memo, 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***

ACTION OF AWARDING AUTHORITY

DATE: _____

APPROVED_____ **DISAPPROVED** _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

FORM GB-114, Revised 12/2007

INFORMATION TECHNOLOGIES DIVISION

CITY OF JACKSONVILLE

2019 SEP 16 PM 3:48
Procurement Division

DATE: September 16, 2019

TO: Greg Pease, Chief of Procurement Division

9/17/19

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

FROM: Robert Gray, Technology Infrastructure Manager 9/16/2019

RE: **Essential PLUS 24x7 Maintenance Services for Nortel PBX – Single Source Award Request**

The Information Technologies Division is requesting approval for a single source purchase of Essential PLUS 24x7 Maintenance Services for the City's JFRD/EOC Nortel Private Branch Exchange (Nortel PBX) from AT&T. AT&T will provide dedicated 24x7 reporting, monitoring, preventive maintenance, and technical support for the JFRD/EOC Nortel PBX. The period of coverage for these services will begin on October 1, 2019 and continue through September 30, 2020.

The JFRD/EOC PBX is the last of the legacy PBX systems and is key to all telephone communication for the following areas: JFRD/EOC building, Yates building, Main Library, UPK Library, Supervisor of Elections, Tax Collector, and five critical call centers. The system is approximately 20 years old and requires specific skillsets and resources to support and maintain. The proposed Essential PLUS 24x7 support will include: parts, labor, 24-hour emergency service, same day responses, remote repair, remote monitoring, and remote diagnostics.

Although other vendors can perform these services, AT&T is the only vendor who has successfully supported, maintained, and has the historical knowledge of the City's enterprise legacy Nortel PBX and call center system.

The total not-to-exceed amount for this request is $133,340.00.

FUNDING SOURCE: AFIT531CSCS - 04603

Your favorable consideration of this request is appreciated.

Attachments: Single Source Request Form
AT&T Quote

CC: Michael Rooney, Network and Telecom Infrastructure Manager
Thomas Ossi, Technology Contract and Records Manager
AC Alexander Ciprian, IT Contract Administrator

SINGLE SOURCE REQUEST

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

REQUESTING AGENCY (DEPT./DIVISION): Information Technologies Division

FUNDING SOURCE: AFIT531CSCS -~~04102~~ 04603

BRIEF DESCRIPTION OF GOODS/SERVICES:
This request is to provide "Essential PLUS" 24x7 support, maintenance & parts for the City of Jacksonville's 20+ year old legacy Nortel PBX (enterprise telephone system).

AMOUNT OF PROJECT (attach quote): One-time purchase for professional services of $133,340.00.

PROVIDE A SUMMARY OF THE SCOPE OF GOODS/SERVICES TO BE PROVIDED; IDENTIFY EACH ITEM, COMPONENT OR SERVICE BEING PROCURED (ATTACH QUOTE/PROPOSAL):
The one-time cost for professional services to perform support, maintenance and provide parts for the enterprise PBX at the JFRD/EOC building. This system is the last of the legacy PBX systems and is a key to all telephone communications for the following areas: JFRD/EOC building, Yates building, Main Library, UPK Library, SOE Imeson, Tax Collector and 5 critical call centers. The system is approximately 20 years old and requires specific skillsets and resources to support and maintain. The proposed Essential PLUS 24x7 support would include: parts, labor, 24hr emergency services, same day responses with specific sla's (see quote), remote repair, remote monitoring and remote diagnostics.

PROVIDE A DETAILED JUSTIFICATION AS TO WHY THE REQUESTED GOODS/SERVICES CAN ONLY BE EFFICIENTLY AND EFFECTIVELY PROCURED THROUGH THE RECOMMENDED SINGLE SOURCE PROVIDER:
The City of Jacksonville has tried other vendors in the past to support the PBX system (Paytec & Ronco) and they could not support the system as intended. In 2013 the city contracted with AT&T through a bid process to provide the support services and they have successfully supported the PBX's since 2013 via contract ESC-0502-13. The contract is expiring, and this request is for coverage on this critical system for 12 months to coincide with the FY2020 VoIP migration project to move customers off the legacy systems. The 20 year old PBX is critical to the operations of several large customers and call centers and it's support by the same contractor who's successfully supported it over the past 6 years is necessary.

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:
There is no other vendor who has the successful support and maintenance record and historical knowledge of the City's enterprise legacy Norel PBX and call center system.

Submitted by: Michael K. Rooney — Network & Telecom Infrastructure Manager
(Name) **(Title)**

Date: 09/11/2019

Requesting Agency's Director's Signature:

9/12/19

KEL 9-17-2019

Procurement Division ____

June, 2017

AT&T

Voice/IP Maintenance Quote

General Information:

Customer Name:	CITY OF JACKSONVILLE EOC - 16332852	Date:	September 11, 2019
Site Address:	515 N JULIA	Valid Through:	September 30, 2019
City:	JACKSONVILLE State: FL Zip: 32202		
Equipment:	CS1000 & CALLPILOT	Prepared By:	Lisa Beauchamp
Equipment Exclusions:			

AT&T Maintenance Services -

Essential PLUS 8X5

-Flat Service Rate
-Parts and Labor Coverage
-Monday through Friday, 8am to 5pm
-Same-day Response Objectives
  -2 Business Hr Response for Emergencies (PBX)
  -4 Business Hr Response for Emergencies (Keys)
  -8 Business Hr Response for Routine Repair Service
-24 Hr Emergency Response at Discounted Labor Rates
-Remote Repair (PBX)
-Remote Performance Monitoring (PBX)
-Proactive Remote Diagnostics (PBX)
-Annual System Audits
-Discounted Labor Rates

1 Year Annual Contract Rate: $ 127,480.00

Essential PLUS 24x7

-Flat Service Rate
-Parts and Labor Coverage
-24 Hr Emergency Service for Major Failures at No Additional Charge
-Same-day Response Objectives
  -2 Hr Response for Emergencies (PBX)
  -4 Hr Response for Emergencies (Keys)
  -8 Business Hr Response for Routine Repair Service
-Remote Repair (PBX)
-Remote Performance Monitoring (PBX)
-Proactive Remote Diagnostics (PBX)
-Annual System Audits
-Discounted Labor Rates

1 Year Annual Contract Rate: $ 133,340.00

Maintenance Payment Options Available: Monthly, Quarterly, Semi-Annual, Annual, Prepayment

This Proposal and Quotation, and any purchase made in response to this Proposal and Quotation, are subject to the terms and conditions set forth in the standard AT&T Equipment Solutions-Voice CPE Resale and Support Services Addendum or in the AT&T Business Service Guide-Voice CPE and Services document.

Maintenance excludes headsets, portable/wireless telephones, answering machines, UPS systems, power conditioners and power supplies (including batteries and chargers), consumables and any software which is at a revision level not supported by the software licensor.

Notations:

SYSTEM ID Z03536
CALL PILOT - DONGLE 10397311

INCLUDES Avaya PASS (Partner Assurance Support Services) Basic for Tier 3 and corrective content support

Pricing above is effective on 10/1/19, upon the anniversary of the current maintenance contract.

Pricing above may be purchased for a minimum of a 3 month term

Proprietary Information between AT&T and Customer ONLY. Any distribution outside of these parties will result in additional charges to customer for engineering and configuring the quote at AT&T's then current rates.