SINGLE SOURCE AWARD **BID # SS-0258-18**

Subject: Maintenance and Technical Support for 911 Emergency telephone System - Countywide

Department: Jacksonville Sheriff's Office

Description of Purchase: Recommend approval of single source award to AK Associates for the maintenance and technical support for the 911 emergency telephone system. Period of service is October 1, 2017 through September 30, 2018. Total expenditure amount not to exceed $333,356.00.

Funding Source: SHPS171SS91-04603 - To be executed by Purchase Order.

Single Source Award To: AK Associates

Price Justification: See Attached

Total Award: $333,356.00 **Requisition #:**

Attachments: Single Source Form, Vendor Quote, Previous Award

Certification as to Single Source: T. R. Davis, Director, Police Services, Office Of The Sheriff

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

Analyst: Annette Burney

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-113, Revised 12/2007

Jacksonville Sheriff's Office

Duval County, Florida

Mike Williams, Sheriff

501 E. Bay Street
Jacksonville, FL 32202

TO: Gregory Pease
Chief of Procurement

THRU: Bill Clement, CPA
Chief, Budget & Management

FROM: Tony Davis
Director, Police Services

SUBJECT: Award Request – Software Maintenance AK Associates

DATE: Monday, August 14, 2017

The Jacksonville Sheriff's Office is requesting a Single Source award with AK Associates for AK Elite Premier Maintenance for the period October 1, 2017 through September 30, 2018. The not to exceed expenditure amount for the period is $333,356.00, the funding for this purchase will be SHPS171SS91 – 04603. Attached is the Single Source request, the letter from AK Associates, and the quote from the vendor for your review.

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

SS-0258-18

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): Sheriff/Services/911

FUNDING SOURCE: SHPS171SS91 - 04603

BRIEF DESCRIPTION OF GOODS/SERVICES:

Maintenance and technical support for the 911 Emergency Telephone System - county-wide.
Includes comm center equipment, routing database and network functionalities.
Renewal of services provided through AK Associates SS-0258-17

AMOUNT OF PROJECT (attach quote): $333,356.00

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, 2017 through September 30, 2018
Services includes 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.

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 network. The maintenance and support of the mission critical 911 network is a highly specialized 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:

AK Associates is the designated service provider and reseller for SolaCom and CML 911 equipment and services in Northeast Florida.

Submitted by: Gregory J. Feazell — Budget & Management Analyst Sr.
(Name) (Title)

Date: August 14, 2017

Requesting Agency's Director's Signature: J. R. Davis 6017

AK ASSOCIATES

Where Technology, Creativity and Quality Service Meet

August 14, 2017

Ms. Patricia Welte, ENP, 911 Coordinator
Jacksonville Sheriff's Office
501 East Bay Street
Jacksonville FL 32202

Dear Ms. Welte:

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 Frequentis Protect and Cassidian Patriot call taking equipment, Solacom IQ gateways selective routers, 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 Frequentis, Solacom and Cassidian 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 Cassidian, Solacom and Frequentis extended maintenance without an additional mark up.

Cassidian will not sell their 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

Quote Number: AK080817-701
Site (name/#): Duval County, FL
Contact: Pat Welte
Email: Patricia.Welte@Jaxsheriff.org
Reference:
Date Issued: August 8, 2017
Scope of Work: AK Elite Premier Maintenance(10/01/17 - 09/30/18)

Description	Monthly	Annual
AK Elite Premier Maintenance	**$27,779.67**	**$333,356.00**
AK Elite Premier Maintenance• Includes (labor only) maintenance service for 9-1-1 systems. • Response time for minor and major outages is within (2) hours. All other non-critical maintenance issues will have a next business day response.• Remote diagnostics, will be done immediately upon receipt of service problem.• It also provides daily remote diagnostics during normal business days. If corrective action is needed it will be performed remotely or by an on-site visit. • Provides a weekly on-site preventive maintenance program during regular business hours (number of days is depending on selection of options 1 – 5 days).• Engineering- Design of PSAP, Call Routing Database, Direct trunking for VoIP, Landline and Wireless trunking. Design of i3 NENA technology for text messaging.• Project Management / Consulting Services included for all new projects associated with PSAP management, design and implementation.• Technical Support for system implementation for all new technologies including i3 VoIP, CAD integration, text messaging and Mapping API integration. Includes no incurred costs for expansion, move of equipment and upgrades of the existing 9-1-1 system.		
AK Associates provides the first line of 24/7 support to the customer through the established call out procedure. Should technical support be needed from the equipment vendor, the AK technician will act as the point of contact and agent of the customer, and will establish vendor contact and work with the vendor's representative to resolution.		
Total		**$333,356.00**

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. Quote is valid for 120 days.

SOLE SOURCE AWARD **BID # SS-0258-17**

Subject: Support for 911 Emergency Telephone System

Department: Jacksonville Sheriff's Office

Description of Purchase:
Recommend approval of Sole Source award to AK Associates for the maintenance and technical support for the 911 emergency telephone system. Period of service is October 1, 2016 through September 30, 2017, with an estimated annual expenditure not to exceed $326,820.00.

Funding for this award will be encumbered by account SHPS171SS91-04603 to be executed by Purchase Order.

Sole Source Award To: AK Associates 9-1-1, INC

Price Justification: See Attached

Total Award: $326,820.00 **Requisition #**

Attachments: Sole Source Form; Vendor's Letter; Previous Award

Certification as to Sole Source: Tony Davis, Director of Police Services

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

ANALYST: Kathy Nasworthy

Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE*** 9/8/16

ACTION OF AWARDING AUTHORITY

DATE: 9/08/16

APPROVED ✓ **DISAPPROVED** _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

FORM GB-114, Revised 12/2007

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

OFFICE OF THE SHERIFF
ORDER REQUEST FORM

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

Requestor: Patricia Welte, 9-1-1 Coordinator (Name) | 6173 (ID #) | 630-2317 (Phone) | 8/14/2017 (Date)

Deliver To Location: 501 E. Bay Street Room 216, 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				
2	and Technical Support for 911-Emergency Telephone System & Network				
3	Requested Extension of SS-0258-17				
4	Coverage Dates - October 1, 2017 - Septemnber 30, 2018				
5	to be invoiced monthly		1	########	333,356.00
6	Replaces - PO 700110				
7					
8					
9					
10					
11					
12					
13	Sole Source letters attached				
14	PO # must be referenced on all invoices				
15					
				TOTAL REQUEST	$ 333,356.00

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

Vendor Address / E-mail: JaxPro Vendor # 00001096

☐ 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:

SHPS171SS91 /04603

Approvals:

1. Patricia Welte (Signature) | 6173 (ID #) | 8/14/2017 (Date)
2. Director J. R. Davis (Signature) | 6017 (ID #) | 8/14/17 (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