SUBJECT: EMAIL ARCHIVE MIGRATION SERVICES

BID #: SC-0518-18 **OPEN DATE: 2018-08-08**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: SUPPLY CONTRACT – ONE-TIME PURCHASE

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: LOWEST RESPONSIVE, RESPONSIBLE BIDDER

NUMBER OF BIDS INVITED: 7 **NUMBER RECEIVED:** 3 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval of award to the lowest responsive, responsible bidder, Imager Software, Inc. DBA ISC, for email archive migration services for the Information Technologies Division. This is a one-time purchase. Total award expenditure not-to-exceed $80,634.62.

Funding for this award to be encumbered by account AFIT531CSCS-04662, to be executed by purchase order(s).

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

Analyst: _____ **RESPECTFULLY SUBMITTED:** _____
CHELSEY FLEMING GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of 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 _____

CITY OF JACKSONVILLE

August 17, 2018

TO: Greg Pease, Chief of Procurement Division

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

08/17/18 10:26:39 Procurement Division

FROM: Thomas Ossi, Technology Contract and Records Manager

RE: **SC-0518-18 EMAIL ARCHIVE MIGRATION SERVICES**

Information Technologies Division submitted an RFP to Procurement Division for solicitation of Email Archive Migration Services Bid # SC-0518-18. The City is in the process of migrating the City's email to the cloud Office 365.

Procurement Division received three (3) vendor responses and zero (0) no bids which opened on August 8, 2018. Procurement Division forwarded the bid tabulation sheet and the bid responses for review.

The award required all bidders to bid all items. The award stipulated that additional cost items could be required if the amount of mail boxes exceeded the estimated quantity. ITD Management recommends awarding the bid to Imager Software, Inc. D/B/A ISC as the lowest responsive, responsible bidder in the amount of $70,634.62.

VENDOR	AWARD AMOUNT
IMAGER SOFTWARE, INC. D/B/A ISC	**$70,634.62**
NETMAIL, INC.	$98,718.26
CONTROLE, LLC	$115,347.83

ITD Management recommends increasing the award amount $10,000.00 for any additional cost overages for additional mail boxes and the data extraction of 19 terabytes to be migrated for this project.

ITD Management recommends the total not to exceed award amount of $80,634.62.

Funding source will be Index Code: AFIT531CSCS Sub Object: 04662.

Thank you for considering this request.

Cc: Robert Gray, Technology Infrastructure Manager
Rose Alford, Server Infrastructure Manager

214 N. Hogan St. 9th Floor | Jacksonville, FL 32202 | Phone: 904.255.8000 | Fax: 904.232.6932

Title: EMAIL ARCHIVE MIGRATION SERVICES
Bid # SC-0518-18
Bid Date: 8/8/18
Buyer: Chelsey Fleming
No. Invited: 7 **No. Received:** 3 **No Bids:** 0
Recorded By: RENATA BARNETT 8/8/2018 Date

ITEM	DESCRIPTION	Est. QTY	UoM	NETMAIL, INC. UNIT PRICE	NETMAIL, INC. EXTENDED TOTAL	IMAGER SOFTWARE, INC. DBA ISC UNIT PRICE	IMAGER SOFTWARE, INC. DBA ISC EXTENDED TOTAL	CONTROLE, LLC. UNIT PRICE	CONTROLE, LLC. EXTENDED TOTAL
1	TransVault Data Extraction – Archives (TB)	19	EA	$2,422.54	$46,028.26	$3,464.98	$65,834.62	$2,583.20	$49,080.80
2	TransVault Active Mailbox Services (MSE)	5500	EA	$1.58	$8,690.00	INCLUDED	INCLUDED	$1.69	$9,295.00
3	TransVault Disabled Mailbox Services (MSE)	16016	EA	$0.00	$0.00	INCLUDED	INCLUDED	$1.69	$27,067.04
4	Consulting Services	1	EA	$44,000.00	$44,000.00	$4,800.00	$4,800.00	$29,904.99	$29,904.99
			TOTAL	$98,718.26		$70,634.62		$115,347.83	
ADDITIONAL COSTS									
5	Archive Size exceeding 19 TB - Cost for each additional TB	1	EA	$2,422.54	$2,422.54	$3,464.98	$3,464.98	$2,583.20	$2,583.20
6	Active Mailbox/user count exceeding 5,500 - Cost for each additional account	1	EA	$1.58	$1.58	INCLUDED	INCLUDED	$1.69	$1.69
7	Disabled Mailbox/ user count exceeding 16,016 - Cost for each additional account	1	EA	$0.00	$0.00	INCLUDED	INCLUDED	$1.69	$1.69
8	Additional Consulting Services - Hourly rate	1	EA	$200.00	$200.00	$120.00	$120.00	$175.00	$175.00

	NETMAIL, INC.	IMAGER SOFTWARE, INC. DBA ISC	CONTROLE, LLC.
TERMS:	NOT STATED	NOT STATED	NOT STATED
DELIVERY:	5 BUSINESS DAYS	NOT STATED	NOT STATED
CONFLICT OF INTEREST:	YES	YES	YES
INSURANCE ACKNOWLEDGEMENT FORM:	COI YES	YES	NO
APPLICABLE LOCAL BUSINESS LICENSE:	N/A	YES	N/A
MICROSOFT GOLD PARTNER:	YES	YES	YES
DIRECT MICROSOFT CLOUD SOLUTIONS PROVIDER:	YES	YES	YES
TRANSVAULT PARTNER:	YES	YES	YES
CRIMINAL JUSTICE INFORMATION SERVICES CERTIFICATION:	NOT PROVIDED	YES	NO
SECURITY POLICY SHOWING HIPAA COMPLIANCE:	NOT PROVIDED	YES	NO
ADDENDUMS 2	YES	YES	YES
NOTES:			MADE EXCEPTIONS TO INSURANCE & INDEMNIFICATION

TERMS AND CONDITIONS

EMAIL ARCHIVE MIGRATION 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 EMAIL ARCHIVE MIGRATION SERVICES. The City of Jacksonville is in the process of migrating the City's email to the cloud (Office 365).

Vendor will provide email archive migration services, which include professional services and TransVault software, from Veritas Enterprise Vault (on premise) to Office 365(cloud).

2. AWARD

Award will be **ALL OR NONE** to the lowest responsive, responsible bidder(s) based on the total of Items one (1) through five (5). Bidders must bid on ALL items to be considered for award, including the Additional Costs Items six (6) through nine (9). The Additional Costs items (Items 6-9) could be required only if the 5,500 mail boxes amount is exceeded, or if there are additional requirements over the Data Extraction of 19 terabytes to be migrated. The City reserves the right to reject any or all bids. ALL awards are subject to the availability of funds.

3. TERM OF AGREEMENT

This is a one-time purchase.

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. Vendor shall provide proof of applicable local business license.

b. Vendor must be an approved Microsoft Gold Partner

c. Vendor must be a Direct Microsoft Cloud Solutions Provider (CSP)

d. Vendor must be a TransVault Partner

e. Vendor must submit a Criminal Justice Information Services (CJIS) certification

f. Vendor must provide a copy of vendor's security policy showing HIPAA compliance

5. 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).

6. 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.

7. DELIVERY

Information Technologies Division, 214 North Hogan Street, 9th Floor, Jacksonville, Florida 32202. Information Security Officer. 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.

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. PRICES

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

10. 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.

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 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: 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. 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.

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
EMAIL ARCHIVE MIGRATION SERVICES

1. BACKGROUND INFORMATION

The City of Jacksonville is in the process of migrating the City's email from Exchange 2010 (on premise) to Office 365 (cloud). Currently 1700 mailboxes have been migrated. The migration of the entire City is expected to be completed by September 30, 2018. Archive email is currently stored with Veritas Enterprise Vault 12.1.1424.

- Active mailboxes – 5,500
- Disabled mailboxes (archived) – 16,016
- Archive space - 18.35 TB
- Archive index – 1.96 TB

2. MINIMUM SPECIFICATIONS AND REQUIREMENTS

NO SUBSTITUTIONS on ANY of the listed items for bid

3. SERVICE SPECIFICATIONS

Project will be accomplished with all tasks being performed with the City's staff to ensure adequate knowledge transfer. The project will commence after the completion of the migration to Office 365. Objective for project completion is the migration of 5500 active and 16,016 inactive Enterprise Vault user archives and 19 TB of journal archives to Office 365 user archives.

4. PROJECTED TIMELINES

Outages for migration must be coordinated with City of Jacksonville personnel and must adhere to the City's Change Management policies. The project will begin October 2018.

5. SCOPE OF SERVICES

Conduct a project commencement meeting

- Define roles and responsibilities
- Provide project management and planning skills as needed to complete project
- Discuss communication plan, identify Point of Contact for both the City and consultant
- Discuss project timeline and milestones

6. EMAIL MIGRATION DEPLOYMENT

- Conduct a comprehensive assessment of existing email archiving environment
- Conduct workshops with City's staff to fully identify business goals

- Identify a detailed email archive migration plan
- Install software for pilot email archive migration
- Complete pilot User archive migration and assess results
- Complete pilot Journal archive migration to respective User archives and assess results
- Complete remaining User archive migration
- Complete remaining Journal archive migration to respective User archives
- Provide post-migration support for day-after archive migrations
- Dedicated team working remotely with City's staff throughout project

FISCAL MO/YEAR : 11 2018 CURRENCY CODE :
INDEX CODE : AFIT531CSCS INFORMATION TECHNOLOGIES
SUBOBJECT : 04662 HARDWARE/SOFTWARE MAINTENANCE & LICENSES
PROJECT :
PROJECT DETAIL :
GRANT :
GRANT DETAIL :
USER CODE :

S	AUG 2018	ANNUAL BALANCE	ALL YEARS BALANCE
ESTIMATED REVENUES	.00	.00	.00
REVENUES	.00	.00	.00
UNREALIZED REVENUES	.00	.00	.00
BUDGET	-10,080.00	3,700,550.61	3,700,550.61
EXPENDITURES	5,504.50	2,576,269.04	2,576,269.04
ENCUMBRANCES	10,891.38	369,362.70	369,362.70
PRE-ENCUMBRANCES	-9,310.00	2,760.00	2,760.00
REMAINING BALANCE	-17,165.88	752,158.87	752,158.87

F1-HELP F2-SELECT F4-PRIOR F5-NEXT
F9-LINK F10-PRIOR-MO F11-NEXT-MO

G014 - RECORD FOUND