3

SUBJECT: JFRD MOBILE GATEWAY SOLUTION

BID #: ESC-0438-22 **OPEN DATE: 2021-10-12**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: COMPETITIVE SEALED PROPOSAL SUPPLY CONTRACT – PERIOD OF SERVICE WILL BE FIVE (5) YEARS FROM DATE OF CONTRACT EXECUTION WITH ONE (1) FIVE (5) YEAR RENEWAL OPTION

AGENCY: INFORMATION TECHNOLOGIES DIVISION

BASIS OF AWARD: HIGHEST SCORING RESPONSIVE, RESPONSIBLE BIDDER BASED ON THE EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 23 **NUMBER RECEIVED:** 3 **OTHER:** 1

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to enter into negotiation to the highest scoring responsive, responsible bidder STEP CG, LLC for JFRD MOBILE GATEWAY SOLUTION in an effort to bring down the bid within available allocated funds under Procurement Code Section 126.201 (d) (4)-Negotiations. The bid does not exceed by more than ten percent of the available funds and it is the best interest for the City to negotiate and to minimize administrative cost for RFP resolicitation.
Below are the contractors with the following scoring points ranking.

STEP CG, LLC	84.27 points
MOBILE COMMUNICATIONS AMERICA, INC.	83.13 points
CDW GOVERNMENT LLC	82.00 points

Attachments: Recommendation Memo, Bid Tabulation Sheet, Scoring Matrix, Description of Services

Analyst: _____ RUBEN OLA

RESPECTFULLY SUBMITTED: _____ DUSTIN FREEMAN, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Kenneth Lathrop, Chief of Information Technologies Division/CIO

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

INFORMATION TECHNOLOGIES DIVISION

CITY OF JACKSONVILLE

DATE: November 3, 2022

TO: Dustin L. Freeman, Chief of Procurement Division

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

FROM: Thomas Ossi, Technology Contract and Records Manager

Kenneth E. Lathrop — Digitally signed by Kenneth E. Lathrop Date: 2022.11.04 09:41:42 -04'00'

THOMAS OSSI — Digitally signed by THOMAS OSSI Date: 2022.11.03 17:27:34 -04'00'

SUBJECT: **ESC-0438-22 - JFRD MOBILE GATEWAY SOLUTION - REQUEST TO NEGOTIATE**

The Information Technologies Division (ITD) submitted an Invitation to Bid (ITB) to the Procurement Division for solicitation of the JFRD Mobile Gateway Solution Bid # ESC-0438-22. This turnkey solution will provide professional services, installation, configuration, hardware, and warranty support services to efficiently manage JFRD apparatuses for mobile data communications.

The evaluation description criteria and maximum points for each category are provided in the evaluation matrix. The total maximum points a supplier can score is 100. The services will be awarded based on the evaluation criteria and will require a formal contract through the Office of General Counsel. The term of the agreement will commence upon contract execution, final acceptance and continue for five (5) years to coincide with the manufacturer's warranty.

The bid opened on October 12, 2022, and Procurement Division received three (3) supplier responses and one (1) no bid. The Procurement Division forwarded the bid tabulation sheet and the bid responses to ITD and JFRD for review.

SUPPLIER	OVERALL SCORE
Step CG, LLC	**84.27**
Mobile Communication America	83.13
CDW Government	82.00

ITD Management is requesting to engage in negotiations with Step CG, LLC as the highest ranking, responsive, responsible bidder based on points received. The bid received from the supplier exceeds ITD's available and/or allocated funds. Therefore, under Section 126.201(d) (4) Negotiations, and 126.201(n), Ordinance Code, ITD is requesting approval to enter into negotiations for an adjustment of the bid base price. It is the City's best interest to avoid the cost of issuing and evaluating another RFP. The evaluation committee consisted of: William Costa, Technology Infrastructure Manager, Michael Young, Enterprise Architect Senior, and William Green, JFRD Emergency Systems Technician.

This project will utilize American Rescue Plan Act Funding

FUNDING SOURCE:11415.194094.564010.010349.00000000.00000.0000000

Tracy Geake — Digitally signed by Tracy Geake Date: 2022.11.04 09:39:02 -04'00'

Your favorable consideration of ITD's request is appreciated.

Attachments: Bid Tab Sheet / Step CG, LLC Bid Response

CC: William Costa, Technology Infrastructure Manager
Alexander Ciprian, Radio Communications Manager
Elizabeth Brown, IT Operations Manager
Andre Conyers, IT Contract Administrator
Pieter Jansen, Sr. Project Manager

BID TABULATION SHEET

TITLE: JFRD MOBILE GATEWAY SOLUTION BID NO: ESC-0438-22 OPEN DATE: 10/12/2022 PURCHASING ANALYST: RUBEN OLA NO. INVITED: (23) No. Received: (3) No Bids: (1) RECORDED BY: M. PIERCE, BID ANNOUNCER: R. BARNETT			STEP CG, LLC	MOBILE COMMUNICATIONS AMERICA, INC.	CDW GOVERNMENT LLC	
JFRD MOBILE GATEWAY SOLUTION TO INCLUDE EQUIPMENT PRICE, INSTALLATION SERVICES & TOTAL WARRANTY AND SUPPORT FOR YEARS 1 THROUGH 5.			$1,292,159.37	$1,420,022.21	$1,101,066.87	
		TOTAL PRICE	$1,292,159.37	$1,420,022.21	$1,101,066.87	
ITEM NO.	DESCRIPTION	POINTS				
1	FORM 1 – PRICE SHEET (TOTAL SOLUTION PRICE (EQUIMENT, WARRANTY, AND SUPPORT) Score = (Lowest Bid/The Bid) x 60	60	51.60	46.80	60.00	
2	SUPPLIERS EXPERIENCE • Resume of project manager/lead • Documentation installation team are Cradlepoint certified/trained. • References for a minimum of two (2) successful public safety Cradlepoint deployments	20	15.67	18.00	12.33	
3	INSTALLATION AND PROJECT WORK PLAN Plan should include schedule/tasks, milestones, communication plan, quality control plan, and training. Sample installation tracking spreadsheet	20	17.00	18.33	9.67	
	Total Points	100	84.27	83.13	82.00	
	Business/Corporate References:		✓	✓	✓	
	Conflict of Interest:		✓	✓	✓	
	Federal Forms: (1,2):		1,2	1,2,	1,2	
	Addendums (1,2,3):		1,2,3	1,2,3	1,2	
	COMMENTS:					

REQUEST FOR PROPOSAL

JFRD MOBILE GATEWAY SOLUTION
For
City of Jacksonville, Florida

SECTION 1
(Specific Information Regarding this RFP)

1.1 Introduction

The City of Jacksonville ("**Buyer**") intends to hire one or more firms (**Bidders**) to provide the services described in Section 1.2 of this Request for Proposal ("**RFP**"). Persons interested in submitting a response to this RFP (a "**Response**") should carefully review this RFP for instructions on how to respond and for the applicable contractual terms. This RFP is divided into the following sections:

Section 1	Specific Information Regarding This RFP
Section 2	General Instructions
Section 3	General Terms and Conditions of Agreement
Section 4	Description of Services and Deliverables
Section 5	Program Requirements
Section 6	General Terms and Conditions
Section 7	Instructions for responding to the RFP
Attachment A	Response Format
Attachment B	Evaluation Criteria
Attachment C	Equal Business Opportunity Program (Encouragement Plan)
Attachment D	Service Contract
Attachment E	Disqualified/Probationary Suppliers List
Attachment F	Indemnification
Attachment G	Insurance Requirements
Attachment H	Protest Procedures
Form 1	Price Sheet
Form 2	Conflict of Interest Certificate
Form 3	Project References
Form 4	No Bid Form
Exhibit A	CRADLEPOINT SUPPORT AND WARRANTY FRAMEWORK

In the event of conflicting provisions, the following sections of this RFP will have priority in the order listed: Section 1, Section 4, Section 2, Section 3, the Attachments, and the Forms.

1.2 Scope of Services.

The services sought under this RFP are generally described as follows: The Information Technologies Division (ITD) of the City of Jacksonville (COJ) in conjunction with Jacksonville Fire and Rescue Department (JFRD) is currently accepting bids to obtain source(s) of supply for the item(s) / service(s) 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 these items and to obtain pricing commitments for JFRD MOBILE GATEWAY SOLUTION as listed in the RFP, see Section 4.

1.3 Term of Agreement.

The term of this agreement will be five (5) years from date of contract execution with one (1) five (5) year renewal option. The contract is subject to early termination as set forth elsewhere in this RFP.

1.4 Minimum Vendor Requirements

Contractors must satisfy the following minimum requirements in order to have their Responses evaluated. By submitting a Response, Contractor warrants and represents that it satisfies these requirements. Failure to meet these requirements will result in the Response not being evaluated and being rejected as non-responsive:

a) The Contractor shall provide all business licenses required by local, state, and federal law as applicable.
b) Contractor to provide a list (Form 3–Project References) for a minimum of two (2) successful public safety Cradlepoint deployments. Include the name of the Agency, Agency's contact name, phone number, and e-mail address, quantity, and scope of the project.
c) Provide Resume of project manager/lead who has completed a minimum of one (1) Public Safety FULL implementation, installation, and integration of Cradlepoint solution and associated related hardware (e.g., antennas, cable assemblies etc.).
d) Provide documentation that the installation lead and team are using the Cradlepoint Device Installation Guide. Provide evidence of the ability to install and implement the Cradlepoint NetCloud application software solution. If the supplier has installation certified/trained documentation, provide that material.

1.5 Equal Business Opportunity Program.

It is an official policy of the City of Jacksonville to encourage the maximum participation of Jacksonville Small and Emerging Businesses (JSEBs) in its contract awards based upon availability. To participate as a JSEB on Buyer projects, a company must be certified as a JSEB with the City's Equal Business Opportunity Office.

This RFP and the resulting Contract are subject to requirements of the Equal Business Opportunity Program Encouragement Plan, which is fully described on Attachment C to this RFP.

Contractors may contact Buyer's Equal Business Opportunity Office at 904-255-8840 or find the JSEB directory on Buyer's website. Please contact the Contact Person identified in Section 1.12 if you are uncertain of Buyer's website address or if you experience problems accessing it.

1.6 Documents Available for Inspection.

N/A

1.7 Federal Funds.

Federal funds will be used as part of this solicitation.

1.8 Mandatory Pre-Proposal Meeting.

DATE: SEPT. 21, 2022
TIME: 9:00 AM
LOCATION: JFRD Fire Station 26
6671 Sandymac Rd, Jacksonville, FL 32254

1.9 Response Due Date.

The deadline for submitting responses to this RFP is October 5, 2022 at 2:00 p.m. EST. Please see Sections 2.3 and 2.4 for more details.

1.10 Response Delivery Location.

Responses must be delivered to the following location:

City of Jacksonville
Procurement Division
Attention: Bid Room
214 N. Hogan Street, Room 105
Jacksonville, Florida 32202

B. Responses should be prepared simply and economically, providing a straightforward, concise description of Contractor's ability to provide services sought by the RFP. Unnecessary brochures, artwork, expensive paper, and presentation aids are discouraged. Bindings and covers will be at Contractor's discretion.

C. When responding to specific questions, please reprint each question in its entirety before the ` response.

D. Responses shall be in ink or typewritten. All corrections must be initialed.

E. Response shall be limited to a page size of 8½" x 11". Font size less than 11-points is discouraged. The Response shall be indexed and all pages sequentially numbered.

F. **Except as may be specifically requested in the Response Format, Contractor may not impose any additional terms or conditions to any aspect of the RFP.** Buyer objects to and shall not be required to consider any additional terms or conditions submitted by Contractor, including any appearing in the Response. In submitting a Response, Contractor agrees that any additional terms or conditions shall have no force or effect. Any failure to comply with the terms and conditions of the RFP, including those specifying information that must be submitted with a Response, may result in rejection of the Response. **If Contractor desires a change or clarification to the terms or conditions of the RFP, Contractor must follow the process set forth in Section 2.2 ("Questions and Requests for Amendments").**

G. Unless otherwise requested by Buyer, Contractors should make only one proposal for each RFP item. Multiple offerings, alternates (unless any are specifically requested by Buyer) and/or stipulations may be cause for rejection of a Response.

H. Price offerings shall be **inclusive of ALL costs** (including but not limited to administrative cost for submission of all required paperwork on Buyer's behalf and any other costs) and will be the only compensation given to Contractor for the required services herein.

I. All prices submitted under the RFP shall be indelible. The use of correction fluid or erasures to correct line item bid prices and/or quantities are not acceptable. Corrections must be by lineout of the incorrect figures, writing in of correct figures, and initialing of the corrections by the originator. Correction fluid or erasure corrected bids will be considered non-responsive for the corrected item(s) only, and may render the entire Response as nonresponsive.

J. Failure to sign any form requiring a signature may be grounds for rejecting a Response.

2.4 <u>Submission of Responses</u>.

A. The location and deadline for submitting Responses is set forth in Section 1 of the RFP. Contractors are fully responsible for meeting these requirements. Reliance upon mail or public carrier is at Contractor's risk. **Late bids will not be considered.**

B. Contractor shall submit:

1) One (1) original signed version of its Response clearly marked as "ORIGINAL." The Response must be signed by an officer or employee having authority to legally bind Contractor.

2) Three (3) hard copies of the entire Response.

3) One (1) digital scanned copy (in pdf format) of entire Response, on a separate CD-ROM or flash drive. Large files may be scanned as several separate PDF files.

All copies are to be placed in a sealed package. The outside must be marked with (i) the RFP title and number, and (ii) Contractor's name, address, contact person, and telephone number.

It is the sole responsibility of each Contractor to assure all copies are EXACT duplicates of the original Response. Photocopies or CD copies will be used for the purpose of evaluating the Responses. Any information contained in the original Response which has not been transferred to the CDs or photocopies will NOT be considered. The original document will be used solely for official record keeping and auditing purposes.

2.5 Evaluation of Responses.

A. Buyer will determine the qualifications, interest and availability of Contractors by reviewing all Responses and, when deemed necessary in the sole discretion of Buyer, by conducting formal interviews of selected Contractors.

B. Before making an award, Buyer reserves the right to seek clarifications, revisions, and information it deems necessary for the proper evaluation of Responses. Failure to provide any requested clarifications, revisions or information may result in rejection of the Response.

C. Buyer reserves the right to accept or reject any and all Responses, or separable portions thereof, and to waive any minor irregularity, technicality, or omission if Buyer determines that doing so will serve Buyer's best interests. Buyer may reject any Response not submitted in the manner specified by the RFP.

2.6 Award of Contract.

A. The process for contract award is set forth in Jacksonville Ordinance Code Sections 126.204. Generally, Buyer will award the Contract to the responsible and responsive proposer whose Response is determined in writing to be the most advantageous to the City of Jacksonville, based solely on the relative importance assigned to price and of the criteria set forth in Attachment B. The award may be contingent on the outcome of direct negotiations under Section 126.201(d)(4) and 126.201(n), *Ordinance Code*. If an agreement cannot be reached with the highest ranked Contractor, Buyer reserves the right to make an award to the next highest ranked Contractor or subsequent Contractor(s) until an agreement is reached. Buyer reserves the right to award to multiple Contractor if advantageous to the City

B. Buyer may make an award within sixty (60) days after the date of the Responses are due, during which period the Responses shall remain firm and shall not be withdrawn. Any Response that expresses a shorter duration may, in Buyer's sole discretion, be accepted or rejected. If award is not made within sixty (60) days, the Response shall remain firm until either the Contract is awarded or Buyer receives from Contractor written notice that the Response is withdrawn. [Note: Withdrawal of a Response may be requested within 72 hours (excluding State holidays, Saturdays and Sundays) after the date and time Responses are due. Buyer will not accept an amended Response after the date and time Responses are due.]

C. Except as may otherwise be expressly set forth in the RFP, Buyer intends to award one contract, but reserves the right to enter into a contract with multiple Contractors or to reject all Responses.

D. Based on the evaluation results, Buyer shall electronically post a notice of intended award at Buyer's website. Please contact the Contact Person if you are uncertain of Buyer's website address or if you experience problems accessing it. Any person who is adversely affected by the decision shall file with Buyer a notice of protest in accordance with the Protest provisions of the RFP. Buyer does not intend to provide tabulations or notices of award by telephone.

2.7 Terms of Agreement. After award to the successful Contractor, Buyer and Contractor will promptly enter into a written agreement (the "Contract") incorporating the terms of the RFP, the successful Response, and other terms and conditions as may be agreed to between the parties. To the extent the Response contains

Section 4
Description of Services and Deliverables

I. SCOPE OF WORK:

The services sought under this RFP are generally described as follows: The Information Technologies Division (ITD) of the City of Jacksonville (COJ) in conjunction with Jacksonville Fire and Rescue Department (JFRD) is currently accepting bids to obtain source(s) of supply for the item(s) / service(s) 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 these items and to obtain pricing commitments for JFRD MOBILE GATEWAY SOLUTION as listed in the RFP.

II. BACKGROUND:

Due to increased data usage, public-safety initiatives, and the need to more efficiently manage JFRD apparatuses, a better solution is required for mobile data communication.

Currently, JFRD apparatuses are using multiple wireless devices, and each of these devices have their own Subscriber Identification Module (SIM card) for network communication. To increase uptime and maintain service levels, JFRD evaluated several wireless gateways and chose Cradlepoint R1900 NetCloud Advanced with Panorama Antennas, referred to in this RFP as The Cradlepoint solution or The Solution.

Upon the successful completion of the Cradlepoint solution, JFRD will be able to achieve cost savings by reducing the number of SIM cards, manage wireless devices through the cloud, and better meet both current and future public safety needs.

The purpose of this RFP is select a supplier for the implementation of a turn-key solution consisting of equipment, installation, and commissioning of the Cradlepoint solution (also referred to in this RFP as "turn-key solution or the solution") into JFRD apparatuses.

III. <u>REQUIRED EQUIPMENT:</u>

The supplier is required to provide the equipment needed for the solution. The equipment pricing is an item in the scoring matrix.
The equipment specifications are in Exhibit A "Hardware Specifications", and Quantities are provided in on "FORM 1 PRICE SHEET" located in this RFP

The following is a highlight of the equipment required under this RFP:

1. Cradlepoint R1900 wireless gateway with NetCloud Advanced services manager
2. Cradlepoint - power adapter
3. Panorama Antennas - antenna
4. Panorama Antennas - mounting adapter

IV. <u>INSTALLATION SERVICES AND QUALITY ASSURANCE</u>

Supplier shall provide installation services for the described Cradlepoint gateways, Panorama antennas and supply ancillary equipment as needed for installation into JFRD apparatus for the Turn-Key solution. Also, called "Cradlepoint solution" or "the solution".

After the Cradlepoint solution is installed in the JFRD apparatus the supplier shall test the solutional for connectivity to a carrier network and JFRD the applications shall have network access i.e., CAD/MDT.

A. Installation Requirements

Supplier shall provide the following:

1. Installation services for the Cradlepoint solution for JFRD light-duty, heavy-duty and specialty apparatus listed.
2. Work to be performed during normal working hours 8:00 AM to 5:00 PM.

3. Used, like-new, or refurbished equipment will not be accepted for installations
4. JFRD will not incur any shipping or additional costs associated with return and replacement of warranted products or services.
5. All products supplied for the solution shall be installed with the applicable interface cables, power cords, driver software (if applicable), and any other items required for installation or operation.
6. JFRD specific installation manuals (electronic or hardcopy).
7. Daily throughput information on the "Installation Tracking Spreadsheet" (details in the Project Management section VI. A "Documentation"). The "Installation Tracking Spreadsheet" can be located on a shared cloud drive or emailed to COJ/JFRD project stakeholders.
8. Obtain installation approval for equipment and cabling in the apparatus prior to install. The approval shall be noted on the Installation Tracking Spreadsheet. (Refer to "Installation Logistics" section IV.C.)
9. Stakeholders shall mutually agree with apparatus installation schedule. This schedule will be updated/adjusted as needed for Public Safety needs.
10. Allow JFRD and COJ personnel to observe the installation of the Cradlepoint solution into apparatus. This is for JFRD, or COJ personnel learn best practices.
11. JFRD-specific installation manuals (electronic or hardcopy).
12. Cradlepoint gateway will ship with carrier SIM card installed and supplier to enter corresponding ICCID and IMEI # listed on the "Installation Tracking Spreadsheet". Supplier shall perform the following connectivity tasks:
    - Connect gateway and coordinate connectivity start up with the provider
    - Log into NetCloud, configure the Cradlepoint
    - Test the connectivity with a JFRD application
    - Enter the COJ asset tag number were appropriate
    - Update the Installation Tracking Spreadsheet as needed
13. Suppliers are encouraged in their bid response to include additional information or suggestions not covered in this RFP needed for installation services.

B. Quality Assurance and Testing

Supplier shall perform at a minimum the following quality test:

a) Quality assurance testing and document the results on the Installation Tracking Spreadsheet.
b) Test the Cradlepoint solution to assure its connection to WIFI and carrier.
c) Test connectivity with at least one of the JFRD applications, "Zoll monitor, Drug Safe, and CAD mobile laptop" and document pass/fail.

C. Installation Logistics

For each apparatus type the supplier shall coordinate and mutually agree on the installation location/s on the apparatus with the COJ/JFRD Project Manager, JFRD Chief of Services and the Radio Communications Manager.

a) COJ/JFRD shall provide facilities with lighting, power, water, waste removal and restroom. Installation facility: JFRD Tac Support 355 Ellis Road South Jacksonville, Florida 32254 and other coordinated locations within Duval County.
b) Equipment shall be delivered to JFRD Tac Support 355 Ellis Road South Jacksonville, Florida 32254
c) Specialty apparatus installations may be performed at other locations within Duval County (i.e., boat or mobile command unit).
d) Supplier shall supply tools and test equipment required for installation of the Cradlepoint solution into JFRD apparatus.
e) Supplier shall provide daily removal of trash and dispose of trash at COJ supplied trash facilities

V. APPARATUS AND EQUIPMENT

The following JFRD apparatus listed shall have the Cradlepoint solution installation.

Apparatus Name/Type	Quantity		Quantity
HEAVY DUTY		**Spare Heavy-Duty Apparatus**	
Rescue	61	Rescue	17
Engines	55	Engines	17
Squads	5	Squads	1
Ladder	15	Ladder	5
Tankers	16	Tankers	3
Future: Rescue	4		
Future: Engines	4		
		Heavy Duty Total	203
LIGHT DUTY		**Spare Light Duty**	
Admin Chiefs	15	Admin Chiefs	2
Fire Chiefs	12	Fire Chiefs	1
Rescue Chiefs	6	Rescue Chiefs	1
		Light Duty Total	37
SPECIALTY		**Spare Specialty**	
Air Truck	1	Air Truck	1
Brush Truck	9	Brush Truck	5
Command Van	1	Command Van	0
Crash Truck	2	Crash Truck	1
Foam Truck	1	Foam Truck	0
HazMat Truck	2	HazMat Truck	1
Heavy Rescue	1	Heavy Rescue	1
Marine Units	4	Marine Units	2
Rehab Units	1	Rehab Units	0
Future Marine Units	1	Other	0
		Specialty Total	34
		TOTAL APPARATUS	**274**

Total Quantities of Equipment for the Solution	
Total Number of Apparatus	274
Spares 10%	27
Total quantity of Cradlepoint Gateways	**301**
Quantity for Panorama Antennas	274
Spares 15%	41
Total quantity of Panorama Antennas	**315**
Total quantity of Antenna mounting adapters	**317**

VI. PROJECT MANAGEMENT

Supplier shall provide a project manager with experience who has a minimum of one (1) Public Safety FULL implementation, installation, and integration of Cradlepoint solution and for coordination of project tasks. Supplier project manager shall:

1. Be the single point of contact for the project.
2. Be available to answer questions and provide consultation, including installation inspection, if required, to verify that the installation of the systems being installed in accordance with manufacturer design and specification.
3. Perform updates to the schedule/installation work plan. (As noted in requirements section)
4. Conduct regular reoccurring meetings including kick off, updates etc. installation, schedule, update, and other meetings with stakeholders.

A. Documentation

The Installations shall be documented on the required "Installation Tracking Spreadsheet" (ITS) and shall have a minimum of the following information. Additional information not listed can be added to the ITS as needed. Documentation to be available on a project shared drive or email.

1. Apparatus
2. Type
3. Station number
4. Apparatus equipment interior and exterior installation locations approved and ready for installation Y/N
5. Cradlepoint S/N
6. COJ Tag #
7. IMEI #
8. SIM Card #
9. Quality tested installation and connectivity Pass/Fail
10. Installation complete with JFRD signed/initialed approved
11. Comments

B. Installation and Work Plan

Supplier shall submit detailed installation work plan and schedule.

Describe how your firm shall manage the installation, quality test, document (include a sample installation tracking sheet) and deliver each apparatus with the Cradlepoint solution.

1. Include a schedule/task (work breakdown structure aka WBS), milestones, communication plan, quality control plan, and training
2. Please include additional project implementation and coordination information that is applicable. i.e., previous deployments etc.
    a. This item required in the evaluation criteria.

VII. WARRANTY AND SUPPORT SERVICES

COJ/JFRD are requiring the supplier warranty support services for years one (1) through five (5). The added warranty support is for services of the gateway solution throughout the Cradlepoint NetCloud Mobile Advanced 5-year Warranty on the Hardware. (Exhibit A includes Cradlepoint's support and warranty framework)

The Supplier shall include the following scope for the warranty and support services is described below:

1. Provide break out pricing for the first-through fifth year of warranty and support services (see pricing sheet).
2. Include warranty support services to ensure ongoing local technical support with the ability to be dispatched for equipment repair or replacement if needed.

3. Troubleshoot JFRD tickets opened for Cradlepoint solution issues. Upon request, the awarded Supplier shall provide Technical Support Services at no additional charge to work directly with COJ/JFRD staff to troubleshoot and resolve issues in a timely manner.
4. Remove and replace (with spare) equipment. Also, coordinate the return or repair or replacement of the equipment described in this RFP.
5. Service response times and severity levels are shown in section VIII. The support includes phone and email support for the Cradlepoint solution during warranty period.
6. Provide incident tracking or trouble ticket information.
7. Provide Technical Support Services at no additional charge to work directly with COJ/JFRD staff to troubleshoot and resolve issues in a timely manner
8. COJ will not incur any shipping or additional costs associated with return and replacement of warranted products or services.
9. Local presence within Duval County is preferred; other locations shall be considered when submitted and described in suppliers' proposal.
10. Have a single point of contact for warranty issues occurring during the 5-year warranty.

Note: Cradlepoint NetCloud Advanced Service Warranty Description
NetCloud Mobile Advanced service is cloud-based Software which provides, Troubleshooting, Diagnostics, Dashboard, and device Management.

a. Included within the Cradlepoint equipment part number is the Cradlepoints Five (5) year NetCloud Advanced Service warranty.
b. Refer to Exhibit A for NetCloud Advanced services details and features.
c. Exhibit A includes Cradlepoint's support and warranty framework for reference.

VIII. SEVERITY LEVELS AND RESPONSE TIMES:

Severity Level	Regular Response Time
Severity 1	Within 1 hour by phone for Technical Support and if needed on-site within 2 hours from the receipt of Notification during normal business hours. 3 hours on site for off normal business hours. Support is continuous (24x7) until resolved.
Severity 2	Within 2 hours by phone for Technical Support. Fixed infrastructure equipment, on-site within 8 hours (standard business days) from receipt of Notification.
Severity 3	Within 4 hours by phone for Technical Support. Fixed infrastructure equipment, on-site coordinated by JFRD and supplier (standard business days) from receipt of Notification.

SEVERITY DESCRIPTIONS

Severity	Description	Examples
1	A critical system down with very high impact	• JFRD apparatus is critical for public safety needs and Cradlepoint, is down.
2	A major incident with significant impact	• JFRD apparatus is needed within 24 hours for public safety and Cradlepoint, is down.
3	A minor incident with low impact	• JFRD apparatus is noncritical for public safety and Cradlepoint, is down.

IX. TRAINING:

Training called "Cradlepoint University" is included with Cradlepoint manufactures part number requested in FORM 1 "PRICE SHEET" and described in this RFP.

Cradlepoint University Training overview:

- The courses shall cover how to navigate NetCloud internal and external dashboards and courses to get the most out of your NetCloud and learner experience.
- Provides in-depth training on how to install, manage, configure, and monitor Cradlepoint solutions using NetCloud.
- Refer to Exhibit A "Cradlepoint University" for details.