SINGLE SOURCE AWARD **BID # SS-11116-21**

Subject: 911 - Exacom Guardian & Map annual support

Department: Jacksonville Sheriff's Office

Description of Purchase: Recommend approval of single source award to Kraus Associates Inc., d/b/a AK Associates, for annual HW/SW Warranty/Service for the 911 Guardian phone and mapping system for the Jacksonville Sheriff's Office. Period of service is September 15, 2021 through September 30, 2022. Total not-to-exceed expenditure is $238,399.73.

Funding Source: 10701.552103.546620.000000.00000348.00000.0000000 and processed by Purchase Order

Single Source Award To: Kraus Associates Inc., d/b/a AK Associates

Price Justification: See attachment

Total Award: $238,399.73 **Requisition #:** PSSS-502915-21

Attachments: Single Source Memo/Form, Vendor Letter and Quote

Certification as to Single Source: Derrick Lewis, Director of Police Services

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

Analyst: Olive Wallace-Cohen

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 _____

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

FROM: Derrick Lewis
Director, Police Services

SUBJECT: Award Request – Software Maintenance AK Associates

DATE: Monday, August 30, 2021

The Jacksonville Sheriff's Office is requesting a Single Source award with AK Associates for annual HW/SW Warranty/ Service for the 911 Guardian phone and mapping systems for the period September 15, 2021 through September 30, 2022. The not to exceed expenditure amount for the period is $238,399.73, the funding for this purchase will be 10701.552103.546620.000000.00000348.00000.0000000. 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.

SINGLE SOURCE REQUEST

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

PROVIDE A SUMMARY OF THE SCOPE OF GOODS/SERVICES TO BE PROVIDED; IDENTIFY EACH ITEM, COMPONENT OR SERVICE BEING PROCURED (ATTACH QUOTE/PROPOSAL):

2nd tier maintenance services for Solacom Guardian Phone & mapping systems for the period September 15. 2021 to September 30, 2022 includes upgrades, updates, and patches for the phone and mapping software and related components.

PROVIDE A DETAILED JUSTIFICATION AS TO WHY THE REQUESTED GOODS/SERVICES CAN ONLY BE EFFICIENTLY AND EFFECTIVELY PROCURED THROUGH THE RECOMMENDED SINGLE SOURCE PROVIDER:

Solacom only sells their equipment through authorized support providers, Kraus Associates is the North Florida provider for these services. Kraus is also under agreement to provide support services to JSO for various aspects of the emergency telephone system.

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:

Solacom has confirm that Kraus Associates is their Florida support provider and there are no other authorized providers who can install and maintain their system.

AK ASSOCIATES

Where Technology, Creativity and Quality Service Meet

August 28, 2020

Mrs. Phyllis C. Leonard, 911 Coordinator
Jacksonville Sheriff's Office
501 East Bay Street
Jacksonville FL 32202

Dear Mrs. Leonard:

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 Solacom call taking equipment, Solacom IQ gateways selective routers, Exacom recording systems, 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 Exacom and Solacom 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 Solacom and Exacom extended maintenance without an additional mark up.

Solecom nor Exacom will not sell their components or 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

AK ASSOCIATES

We have prepared a quote for you

Solacom Support

Quote # 000706
Version 2

Prepared for:

Duval County, FL

Lori Leonard
phyllis.leonard@jaxsheriff.org

PO Box 2880
Concord, NH 03302
http://www.akassociates911.com/
(603) 432-5755

AK ASSOCIATES

Solacom Support

Description		Price	Qty	Ext. Price
MT-SSGUARD-01	**Position Software Support**	$1,300.00	114	$148,200.00
MT-HSGUARD-02	**Guardian Hardware Support - Positions** *The Guardian hardware support program covers all hardware purchased from Solacom with the following exceptions: 1. Computers and servers are excluded, and are covered under manufacturer support for up to five (5) years. 2. Monitors, keyboards and mouse devices purchased with the initial computer order will carry the same support purchased for the associated computer or server. 3. Keyboards, mouse devices, headsets, and handsets are covered under the initial one (1) year warranty and are not eligible for extended support.*	$7,750.45	1	$7,750.45
MT-MAPSTDPOS	**Map Software Support / Position - 1 Year** *For Guardian Mapping Standard Solution. Doesn't include GIS data updates. GIS data Updates need to be purchased separately.*	$502.00	114	$57,228.00
MT-FTAPP1P	**Stratus Maint - 2hrs Response - 1 Year** *With 2 Hour Response*	$4,430.40	4	$17,721.60
MT-HSGUARD-02	**Guardian Hardware Support - Cores** *The Guardian hardware support program covers all hardware purchased from Solacom with the following exceptions: 1. Computers and servers are excluded, and are covered under manufacturer support for up to five (5) years. 2. Monitors, keyboards and mouse devices purchased with the initial computer order will carry the same support purchased for the associated computer or server. 3. Keyboards, mouse devices, headsets, and handsets are covered under the initial one (1) year warranty and are not eligible for extended support.*	$7,499.68	1	$7,499.68
Dates of Support: 9/15/21 through 9/30/22				

Subtotal: **$238,399.73**

Payment Terms

Description	Qty
Terms of Sale: • Payment Terms are Net 30	

PO Box 2880
Concord, NH 03302
http://www.akassociates911.com/
(603) 432-5755

Solacom Support

Prepared by:

AK Associates

Beth Stankus
(603) 432-5755 x.283
Fax (603) 432-0900
bstankus@AKassociates911.com

Prepared for:

Duval County, FL

501 E. Bay St.
Room 312
Jacksonville, FL 32202
Lori Leonard
(904) 630-2317
phyllis.leonard@jaxsheriff.org

Quote Information:

Quote #: 000706

Version: 2
Delivery Date: 08/17/2021
Expiration Date: 11/03/2021

Quote Summary

Description	Amount
Solacom Support	$238,399.73
Total:	**$238,399.73**

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.

AK Associates

Signature: Beth Stankus

Name: Beth Stankus

Title: Manager of Accounting

Date: 08/17/2021

Duval County, FL

Signature:

Name: Lori Leonard

Date:

OFFICE OF THE SHERIFF
ORDER REQUEST FORM

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

Requestor: Phyllis C. Leonard, 9-1-1 Coordinator (Name) | 7107 (ID #) | 904-630-2317 (Phone) | 8/30/2021 (Date)

Deliver To Location: 501 East Bay Street Room 216, Catherine Street Loading Dock, Jacksonville FL 32202

Item No.	Description and Model No.	JSO Stock No.	QTY.	Unit Cost	Total
1	MT-SSGUARD-01 Position Software Support		114	$ 1,300.00	$ 148,200.00
2	MT-HSGUARD-02 Guardian Hardware Support - Positions		1	$ 7,750.45	7,750.45
3	MT-MAPSTDPOS Map Software Support / Position - 1 Year		114	$ 502.00	57,228.00
4	MT-FTAPP1P Stratus Maint - 2hrs Response - 1 Year		4	$ 4,430.40	17,721.60
5	MT-HSGUARD-02 Guardian Hardware Support - Cores		1	7,499.68	7,499.68
6	for the period September 15, 2021 to September 30, 2020				
7					
8					
9					
10					
11					
12					
13	Single Source letter attached				
14	PO # must be referenced on all invoices				
15					
				TOTAL REQUEST	$ 238,399.73

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:

Approvals:
1. Signature ID # Date
2. Signature ID # 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 ____