


MANATEE COUNTY GOVERNMENT

INTENT TO NEGOTIATE

SUBJECT	Break-Fix and Maintenance Services (AVAYA/Nortel Meridian Systems) and Equipment	DATE POSTED	MC <u>✓ SE 6/30/14</u> DS <u>✓ SE 6/30/14</u> CC <u>N/A</u>
PURCHASING REPRESENTATIVE	Jeff Lombard, 3053 Frank Lambertson, 3042	DATE CONTRACT SHALL BE AWARDED	March 25, 2014
DEPARTMENT	Public Safety Department	CONSEQUENCES IF DEFERRED	None
SOLICITATION	RFP #13-2729JL	AUTHORIZED BY DATE	 Dennis Wallace June 30, 2014

NOTICE OF INTENT TO NEGOTIATE

Notice of Intent to Negotiate with Carousel Industries of North America Inc., Tampa, FL to provide Break-Fix and Maintenance Services (AVAYA/Nortel Meridian Systems) and Equipment for the Public Safety Department.

ENABLING/REGULATING AUTHORITY

Federal/State law(s), administrative ruling(s), Manatee County Comp Plan/Land Development Code, ordinances, resolutions, policy.

Manatee County Code of Laws

BACKGROUND/DISCUSSION

PROJECT BACKGROUND:

The Manatee County Public Safety Department has a need to acquire Break-Fix Services to address and minimize both the number and severity of incidents and problems involving the identified systems to include the following:

- Break-Fix incident response within two (2) hours;
- For incidents that cannot be resolved, communicate nature of this incident, and obtain County approval prior to closing the incident;
- Provide all incident exception reports and regular incident status report including statistics on total numbers of incidents, resolution time, chronic outages, performance and incident trend analysis;
- Maintenance of an escalation management plan that specifies when and to whom notification will be made based on severity of and elapsed time from the occurrence of the applicable incident;
- Communication of service outages and degradations to all relevant persons through and escalation management plan;
- Provision of notification to the County in accordance with agreed upon escalation management plan;
- Provision of notification to the County in accordance with agreed upon escalation procedures, of critical systems outages; and
- Provision of ongoing review of incident metrics to identify problems, and recommendations of corrective and preventative actions to address and mitigate incidents.

SOLICITATIONS:

The RFP was advertised on the Manatee County website, DemandStar, and was also provided to the Manatee County Chamber of Commerce for release to its members. One (1) proposal was received.

ATTACHMENT	N/A	FUNDING SOURCE (Acct Number & Name)	001-007200-546001 <input checked="" type="checkbox"/> Funds Verified <input type="checkbox"/> Insufficient Funds
COST	Estimated Cost \$91,000	AMT/FREQ OF RECURRING COSTS (Attach Fiscal Impact Statement)	N/A

Manatee County Firms that were directly solicited:

None

Manatee County Firms that submitted proposals:

None

Local firms that submitted proposals include:

Carousel Industries of North America, Inc., Tampa, FL

Other (non-local) firms that submitted proposals include:

None

EVALUATION COMMITTEE (VOTING) MEMBERS:

Not convened.

EVALUATION RESULTS:

An Evaluation Committee was not convened, should only one proposal be received the requiring department may choose to begin negotiations with that firm Carousel Industries of North America, Inc., Tampa, FL.

REMAINING RESPONDENTS:

None

ESTIMATED COST OF SERVICES: \$91,000 estimated

FUNDING: PSD Maintenance / 001-0007200-546001

The resulting agreement will be managed by Ron Hardy, Telecom Division Mgr. Information Technology Department.