


# MANATEE COUNTY GOVERNMENT INTENT TO NEGOTIATE

<b>SUBJECT</b>	Voice Over Internet Unified Messaging System	<b>DATE POSTED</b>	MC 6/26/14 ✓ SE DS 6/26/14 ✓ SE CC 6/26/14 ✓ SE
<b>PURCHASING REPRESENTATIVE</b>	Dennis W. Wallace 941-749-3034	<b>DATE CONTRACT SHALL BE AWARDED</b>	Upon successful negotiations
<b>DEPARTMENT</b>	Information Technology	<b>CONSEQUENCES IF DEFERRED</b>	
<b>SOLICITATION</b>	RFP # 13-2366JL	<b>AUTHORIZED BY DATE</b>	 6/25/14

## NOTICE OF INTENT TO NEGOTIATE

Notice of Intent to Negotiate with **Presidio Networked Solutions, Inc.** of Norcross, GA, to Furnish and Install a Voice Over Internet Unified Messaging System.

## 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:

In an effort to better serve the citizens of Manatee County quickly and efficiently the County has solicited proposals to furnish and install a new Voice Over Internet Protocol unified communications solution that addresses the voice and data needs of County departments. Services that were solicited include the provision and support of County-wide networks, desktop computers, numerous business applications, County internet and intranet sites, as well as telephone communications for the approximately 5,000 total County users which include the Board of County Commissioners, Manatee County Sheriff's Office, Clerk of the Circuit Court, Supervisor of Elections, Manatee County Property Appraiser, Public Defender, Courts, County Attorney, State Attorney, and other BCC agencies.

### SOLICITATION:

The RFP was released on the Manatee County website and DemandStar; it was also provided to the Manatee County Chamber of Commerce for release to its members.

The following thirteen (13) proposals were received:

- Broadcore, Inc., Los Angeles, CA
- Carousel Industries of North America, Inc., Tampa, FL
- Fulton Communications Inc., Tampa, FL
- Hayes E-Government Resources, Inc., Tallahassee, FL
- MAX-IS, Winter Park, FL
- Morse Communications, Inc., Melbourne, FL
- North American Communications Resource, Inc., Eagan, MN
- Presidio Networked Solutions, Inc., Norcross, GA
- Southeastern Telecom of Florida, Tampa, FL
- Teleswitch, Miami, FL
- Top Notch Communications Group LLC, Fort Lauderdale, FL
- Unify, Inc., Ruskin, FL
- Verteks Consulting, Inc., Ocala, FL

**EVALUATION COMMITTEE (VOTING) MEMBERS:**

Ron Hardy	Telecomm Division Manager, Information Technology Department
Tina Neri	Business Systems Support Analyst, Utilities Department
Noel Lopez	Senior Systems Analyst, Information Technology Department
Jacob Nall	Computer Specialist, Manatee County Sheriff's Office
Dennis W. Wallace	Contracts and Buyer Manager, Financial Management Department

**EVALUATION RESULTS SUMMARY:**

The Evaluation Committee (the "Committee") initially convened to review evaluation committee responsibilities, discuss member's availability for future meetings, and the Florida Sunshine Law as applicable to public meetings.

The Evaluation Committee then proceeded to review each of the thirteen (13) proposals for their responsiveness to the requirements of the RFP. As a result of the discussion, the Committee unanimously voted to short list the following four (4) firms for further consideration, specifically, (i) Carousel Industries, (ii) North American Communications Resource, Inc. ("NACR"), (iii) Presidio Networked Solutions, Inc. ("Presidio"), and (iv) Unify, Inc. In addition, the Evaluation Committee also decided to request clarification on each of the firm's proposed solution as it relates to the topological structure of the County's network for review and discussion at the next meeting.

At the subsequent Evaluation Committee meeting the Committee reviewed the clarification from the four (4) firms and decided unanimously to proceed with Oral Interviews of the following three (3) firms:

- (i) NACR
- (ii) Presidio
- (iii) Unify

Each firm was asked to present the following agenda items:

- a) Overview of the Proposer and Manufacturer
- b) System Architecture
- c) Product Demonstration
- d) Implementation
- e) Service and Support

The Evaluation Committee subsequently convened on June 13, 2014 to discuss the offers based on the stated requirements in the RFP, continuing the acquisition process and determining a recommendation to the County Administrator. The Committee reviewed a summary of the three (3) proposers in the following categories:

- 1) User Features and Licensing
- 2) Maintenance Coverage
- 3) Tier 1 Training
- 4) System Architecture
- 5) Software Configuration and Interface
- 6) Multiple e-mail domains
- 7) Archiving requirements
- 8) Company Presence

**Presidio Networked Solutions, Inc.**

Presidio demonstrated exceptional qualifications by means of their proposal and subsequent Oral Presentation. Presidio has partnered with Cisco Systems in proposing a knowledgeable and experienced team of certified professionals to design, install, and maintain the VOIP project. Presidio has 50 offices with 5 in Florida and 2,500 employees and is Cisco's largest business partner in Florida. Cisco has 6 offices in the state with 85 communications engineers and more than 95% of Fortune 500 firms use Cisco products.

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The collaboration between Presidio and Cisco integrates voice, video, mobility, messaging, paging, instant messaging, and call center capabilities into a single system. The Presidio proposed Cisco solution offers the County a comprehensive choice of deployment options which will best match the County's business strategies and objectives. For example, the Presidio solution offers enhanced collaboration across the enterprise for unified communications and simplified end-user experience utilizing single button call setup, and touch screen controls. In addition, the Cisco tele-presence leverages the County's existing IT infrastructure resulting in enhanced interoperability.

The Presidio solution provides for an excellent and detailed implementation plan which includes collecting user details, testing and acceptance prior to deployment. Their licensing model is user based and easy to understand with all licenses being perpetual. Presidio offers on-site device training as well as virtual web-based device training while Cisco will provide formal unified communications training through virtual classroom sessions.

The Evaluation Committee unanimously determined that Presidio has the experience, engineering, and project management resources necessary to assess, design, deliver, and support the unified communication services described in the RFP. As a result, Presidio was ranked first by the Evaluation Committee in all around capabilities and resources that can accommodate the essential requirements of Manatee County for an efficient and holistic enterprise unified communication infrastructure.

#### **North American Communications Resource, Inc.**

North American Communications Resource, Inc. also demonstrated noteworthy qualifications in their proposal and subsequent Oral Presentation. NACR has partnered with Avaya in proposing their solution. NACR been a leading independent integrator of end-to-end communications solutions since 1993 and is one of the two largest Avaya Business Partners worldwide. NACR has had a stable growth record with over 100 US offices and 1,000 employees. Avaya is an established leader in worldwide unified communications with \$4.7 Billion in revenue and currently works with twelve (12) of eighteen (18) State of Florida agencies.

By proposing the Avaya based technology NACR offers an open-standards based Session Initiation Protocol ("SIP") architecture to serve the County's future demands which can allow the needed flexibility in deployment and requires very little hardware since it is primarily a software solution.

The proposed user software configuration appeared appropriate yet while the user software interface has many good options the Committee was unequivocal which one would be supported long term. NACR offered many options within each of their proposed license models and their training proposal provides for an Avaya trainer on site to train up to twelve (12) individuals.

It was the Evaluation Committee's opinion that while NACR presented an impressive display of technology and equipment it was not appraised as encompassing or as user-friendly as the system proposed by the first ranked firm and, as a result, the Evaluation Committee ranked NACR second.

#### **Unify, Inc.**

Unify, Inc., formerly known as Siemens Enterprise Communications, Inc., has proposed an openscape enterprise solution to provide a seamless and transparent transformation to new service and technology without disrupting the County's legacy infrastructure.

Unify's recent projects include Pinellas County, Florida Department of Revenue, Miami Dade County, Palm Beach County, Florida Atlantic University, and Orlando Utilities.

In evaluating the user features of the Unify solution the Committee found that the phone set options are limited and the desktop interface application appeared cumbersome and not easy to use. Unify did not appear to have the current ability to meet the State of Florida's archiving requirements. While Unify has the expertise and advanced product portfolio it's licensing model appeared to be in transition.

Unify was ranked third by the Evaluation Committee.

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The above justifications are a generalized summary of major observations intended only to provide a sufficiently detailed overview of the main observations of a majority of Committee Members. Each Committee Member may have considered one or more facts or factors more or less important than the other Committee Members when voting, and this summary of the Evaluation Committee's decision is not an attempt to exhaustively describe each of the relevant factors which motivated each of the Committee Members to select the rankings described.

The Evaluation Committee voted unanimously 5 to 0 to proceed with Presidio Networked Solutions, Inc.

The resulting agreement will be managed by the Information Technology Department.

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<p align="center"><b>ATTACHMENTS</b> (List in order of attached)</p>	<p align="center">N/A</p>	<p align="center"><b>FUNDING SOURCE</b> (Acct Number &amp; Name)</p>	<p>Information Technology 3106085600 / VOIP</p> <p><input type="checkbox"/> Funds Verified <input type="checkbox"/> Insufficient Funds</p>
<p align="center"><b>COST</b></p>	<p>To Be Determined by Negotiations</p>	<p align="center"><b>AMT/FREQ OF RECURRING COSTS</b> (Attach Fiscal Impact Statement)</p>	<p align="center">N/A</p>