



Pinellas County

Staff Report

File #: 19-2257A, **Version:** 1

Subject:

Sole source purchase Agreement with Atos IT Solutions and Services, Inc., as requested by the Business Technology Services Department, for Voice Over Internet Protocol telecommunications equipment and services.

Recommended Action:

Approval of the sole source purchase Agreement with Atos IT Solutions and Services, Inc. as requested by the Business Technology Services Department, (BTS) for Voice Over Internet Protocol (VOIP) telecommunications equipment and services.

- Notice of intent to sole source was advertised by the Purchasing Department on April 17, 2019 resulting in no responses received that met the specification requirements.
- The County Telephone system supported by BTS is comprised of hardware, software licensing, and professional services.
- Maintenance and support services provided under this agreement includes day-to-day “break-fix” support of hardware and software; Software support which includes, but is not limited to, the Automatic Call Distribution and Interactive Voice Response systems.
- Software assurance under this agreement provides upgrades to core software which are critical to maintaining current and future functionality of the phone system.
- Professional service engagements under this agreement is to assist BTS staff with implementing benefits and enhancements of current and future functionality available via software assurance.
- The existing Enterprise Telephone System was implemented in 2009 and requires End-of-Life replacement of backend ATOS OEM Hardware.
- Upgrading to the latest version of software ensures continuity of systems and interfaces currently in place.
- Estimated savings of this agreement are projected to be \$118,000.00 over 5 years due to reduced support costs associated with the current VOIP telephone system maintenance and extending the agreement for a 5-year term.
- The intent to sole source this purchase was advertised by the Purchasing Department on April 17, 2019; no responses were received that met County requirements.
- Estimated Expenditures over a 5-Year Term:
 - 1.) Functional Area 1: \$2,155,130.00; Includes estimated End-of-Life Replacement of Hardware and Software Fiscal Year 2021 and moderate growth over a 5-year term.
 - 2.) Functional Area 2: \$1,546,340.00; Includes Year 1-5 maintenance per agreement for Support and Software Assurance estimated average of \$309,267.00 annually.
 - 3.) Functional Area 3: \$303,190.00; Includes professional services estimated at \$60,638.00 annually.
- Total estimated 5-Year expenditures: \$4,004,660.00.

Contract No. 190-0127-SS(JJ); for a 5-year term total of \$4,405,126.00 with annual estimated expenditures not to exceed the BTS adopted budget for this purpose. Authorize the Chairman to sign and the Clerk of the Circuit Court to attest.

Strategic Plan:

Deliver First Class Services to the Public and Our Customers

5.2 Be responsible stewards of the public's resources

5.3 Ensure effective and efficient delivery of county services and support

Summary:

This purchase authorization as requested by Business Technology Services (BTS) provides a mechanism to upgrade, maintain and manage the enterprise-wide Voice Over Internet Protocol (VOIP) telecommunications equipment and services. The enterprise-wide VOIP is comprised of an Atos solution and is made up of hardware, software, licensing, software assurance, professional services, and maintenance and support. Each requirement is broken down in the following manner:

Functional Area 1

Hardware and Software and Licenses necessary for voice communications.

Functional Area 2

Maintenance and Support Services.

Functional Area 3

Professional Services required to design, install, configure, test, commission and/or operate telecommunications systems.

Background Information:

ATOS, formerly known as Unify, and originally known as Siemens, has provided the maintenance and support services for this system to the County through various State of Florida and Maryland Contracts (State) since 2006. These services are no longer available via either state contract.

In support of the Pinellas County Enterprise Telephone Services, BTS is responsible for managing and maintaining the telecommunications systems county-wide which is comprised of an Atos VOIP Telephone Solution.

In addition, BTS must satisfy growth of the telephone system to accommodate approved and budgeted customer requests. Growth purchases will involve the purchase of new hardware and software licenses, replacing telephone equipment throughout the County, and continued maintenance and support of current systems as well as upgrades to core software as needed.

A notice of intent to sole source annual maintenance and support of a Unify VOIP Enterprise Telephone System was advertised by the Purchasing Department via DemandStar on April 17, 2019. There were no responses that met requirements.

Fiscal Impact:

5-Year Expenditure not to Exceed: \$4,405,126.00.

Estimated Expenditures over 5 Year Term:

Functional Area 1: \$2,155,130.00; Includes estimated End-of-Life Replacement of Hardware & Software FY21 and moderate growth over 5-year term.

Functional Area 2: \$1,546,340.00; Includes year 1-5 Maintenance per agreement for Support & Software Assurance estimated average of \$309,267 annually.

Functional Area 3: \$303,190.00; Includes professional services estimated at \$60,638.00 annually.

Total estimated 5-year expenditures: \$4,004,660.00

End-of-Life replacement contingency and unanticipated growth: \$400,470.00 (10%)

Total 5-year not to exceed expenditures: \$4,405,130.00

Funding is derived from the BTS Infrastructure Operating and Capital Improvement Program Budget. The FY20 Adopted Budget includes appropriation of \$847,220.00 for this purpose.

Staff Member Responsible:

Jeff Rohrs, Chief Information Officer, Business Technology Services
Merry Celeste, Division Director, Purchasing and Risk Management

Partners:

N/A

Attachments:

Agreement for Products and Services
Atos Supplement for Support Plans Package
Solutions and Services, Inc. Summary quote
Maintenance
Software Assurance
Softcom Support
ASC Support
OSCC Genesys Voice Portal Support
OpenScale Plans