



DATE: March 05, 2017

TO: Brenda J. Billingsley, Director, Purchasing Division

THRU: Brett Bayag, Office of Regional Communications and Technology

FROM: Michael Nairn, E911 Communications Administrator

PROJECT TITLE: Maintenance, Support Services, and On-site Support

REQUISITION NO. OCT0000275

SOLE SOURCE/SOLE BRAND REQUEST

I. REQUEST: Provide a description of the features of the product/service or Scope of Work.

This request is for a contract to secure Maintenance, Support Services, and On-site Support Services for the E911 VIPER Phone System, Power911 Client Workstations, PowerOPS (real time call activity monitor), and PowerMIS Reporting System. The aforementioned systems are mission critical and provide Broward County with the means of accepting 911 calls from the public, and delivering the calls to call takers across the three regional consolidated PSAPS, and two non-regional Public Safety Answering Points (PSAPs) for 911 call processing. This request includes active and planned project costs along with Additional Services.

In FY 2015, the Regional VIPER System hardware platform was upgraded with plans to upgrade the software in FY2016. There is also an active project underway to upgrade the Non-Regional VIPER System hardware and software platform in FY2017. The upgrades will provide Broward County with the software release version that will be used to implement Text to 911, and is scalable to Next Generation 911 (NG 911) Technology, in alignment with our Strategic Roadmap.

The VIPER System and it's associated system components are maintained, upgraded, and supported with on-site personnel by West Safety Services to ensure timely resolution of any system problems and issues with E911 call delivery and/or call processing. West Safety Services is the Customer Premise Equipment (CPE) provider of the E911 VIPER Phone System, Power911 Client Application, Power OPS, and PowerMIS Reporting System. As the Original Equipment Manufacturer (OEM) of the system, West is able to serve as the single point of support contact to provide core support and upgrade services.

Purpose:

1) Renewal of the contract for Maintenance and Support Services across all regional and non-regional PSAPs for a period of two years with three optional one year renewals which will allow the Office of Regional Communications and Technology (ORCAT) to re-evaluate support services needs under the Next Generation 911 Model.

2) Renewal of Onsite Support Services as dedicated resources to address any issues and complete moves, add, and change (MAC) requests for a period of two years with three optional one year renewals which will allow the Office of Regional Communications and Technology to re-evaluate onsite support needs under the Next Generation 911 Model.

Risk:

The lack of Maintenance, Support Services, and Onsite Support Services through West Safety Services may prevent the Office of Regional Communications and Technology from being able to receive key maintenance services and access through skilled West Safety Services technicians to ensure timely resolution of any 911 phone system disruptions or issues. Issue resolution and MAC requests may be delayed, thus impacting mission critical operations of the Public Safety Answering Points. Key Software updates, as a part of the maintenance services, would also be inaccessible to Broward County.

Recommendation:

ORCAT has utilized another vendor in the past, as a single point of contact, to provide the services outlined in this request. The decision was made to contract directly with the OEM equipment vendor (i.e. West Safety Services) for core support services to improve resolution of issues and provide resources directly from the equipment vendor which allows ORCAT to leverage the OEM skilled technicians for expertise and skilled resources with issue resolution, and to avoid potential delays with software updates.

It is my recommendation that the Office of Regional Communications and Technology (ORCAT) be approved to renew the contract as Sole Brand for Maintenance and Support Services across all regional and non-regional PSAPs along with a renewal of Onsite Support Services for a period of two years with three optional one year renewals which will allow the Office of Regional Communications and Technology to re-evaluate onsite support needs and other support options under the Next Generation 911 Model.

II. JUSTIFICATION: Please check all boxes that describe your reason(s) for determining that only one source or brand is reasonably available.

Only Sole Source/ Uniqueness

- Proprietary Item - this vendor/source has the only rights to provide this service or commodity. A letter from the manufacturer or authorizing entity is included in this request.
- Technology Improvements - updates or upgrades to an existing system, software, software as a service (SaaS), hardware purchases.
- Engineering Direction - engineering drawing or specification identifies product; "no substitutes or equivalents will be acceptable."
- Only qualified supplier - reliability and maintainability of the product or service would be degraded unless specified supplier is used; may void warranty. This request includes a copy of the current warranty information.
- Other/or Additional information - the County requires this sole source, sole brand purchase for the following reasons:

Support of the E911 VIPER Phone System along with the supporting system components is part of West Safety Services' core competencies. West Safety Services is recommended for sole brand services because they are in the best position to provide continued and consistent support with skilled personnel as the primary resource to support Broward County's E911 VIPER Phone System, Power911 Client Workstation, PowerOPS, and PowerMIS Reporting System.

Business Case (One/Most Reasonable Source or One/Most Reasonable Brand)

- Operational Compatibility - replacement parts from alternate suppliers are not interchangeable with original part and causes equipment incompatibility. Previous findings and/or documentation is included with this request.
- Ease of Maintenance - maintenance or retooling prohibits competition. Section III, Comparative Market Research includes estimated costs associated with changing current source and/or brand.
- Follow-On - potential for continued development or enhancement with same supplier and eliminates costs incurred by using different supplier. Section III, Comparative Market Research includes estimated costs for replacing current or existing system.
- Complies with existing community and safety standards, and/or laws, rules, and regulations.
- Exempted from the Procurement Code - per Section 21.18 of Broward County Administrative Code.
- Other/or additional information - using this sole source, sole brand purchase benefits the County for the following reasons:

III. COMPARATIVE MARKET RESEARCH: Provide a detailed source or market analysis for justification of sole source/brand or most reasonable source (attach extra sheets as needed).

Estimated project value: \$8,504,000 Contract length (if applicable): Five Years

Expenses to date: \$6,259,561

Has this commodity or service been previously provided to the County? Yes No

If yes, when and by whom? West Safety Services

How was item/service procured? Two-party agreement

What is the current contract (MA) or purchase order number? D1111106A1

If this is a sole brand, is there an "authorized" dealers list? Yes No

Cost/Benefit Analysis: What would the cost be to utilize an alternate vendor or source? This explanation should include the savings and/or additional costs to the County by not using the preferred vendor or source. Attach additional sheets if needed.

Cost/Benefit Analysis Review

The tangible and intangible benefits (e.g. knowledge base, skilled resources, bench strength, and timely updates) provided by utilizing West for all onsite and core services is essential to day to day E911 operations and support.

Core Maintenance and Support is best provided by the original equipment manufacturer (i.e. West) who has the skilled resources to provide continued consistent support for this mission critical regional public safety system and it's associated system components.

Onsite Support Services will be re-evaluated on an annual basis to consider other options that may become available as Broward County moves toward Next Generation 911.

CERTIFICATION: I have thoroughly researched the sole source or sole brand justification and fully understand the implications of Section 838.22 of the Florida Statutes:

(2) "It is unlawful for a public servant, with corrupt intent to obtain a benefit for any person or to cause unlawful harm to another, to circumvent a competitive bidding process required by law or rule by using a sole source contract for commodities or services."

(5) "Any person who violates this section commits a felony of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084"

Michael Nairn	MICHAEL NAIRN	<small>Digitally signed by MICHAEL NAIRN Date: 2017.03.05 17:47:25 -05'00'</small>	March 5, 2017
REQUESTOR/EVALUATOR (PRINT)	REQUESTOR/EVALUATOR (SIGN)		DATE
Brett Bayag	<i>BAB</i>	<small>Digitally signed by BRETT BAYAG DN: dc=cty, dc=broward, dc=bc, ou=Organization, ou=BCC, ou=CA, ou=CTD, ou=Users, cn=BRETT BAYAG Date: 2017.03.05 18:47:26 -05'00'</small>	March 5, 2017
DEPT/DIV DIRECTOR OR DESIGNEE (PRINT)	DEPT/DIV DIRECTOR OR DESIGNEE (SIGN)		DATE

The Purchasing Agent has reviewed the request and has completed the required due diligence per the Procurement Code Section(s) 21.34 and 21.35. The Purchasing Agent recommends the following:

Sole Source
 Sole Brand
 Reasonable Source
 RFI attached
 Rejected
 Request Authorization to Negotiate

Additional Information:

Additional justification located in Business Case, Exhibit 1.

Purchasing Agent Signature: *Bernadette N. Green* Digitally signed by BERNADETTE GREEN
DN: dc=cty, dc=broward, dc=bc, ou=Organization, ou=BCC, ou=PU, ou=Users, cn=BERNADETTE GREEN
Date: 2017.07.19 15:16:05 -04'00' Date: 7/19/2017

KAREN WALBRIDGE Digitally signed by KAREN WALBRIDGE
DN: dc=cty, dc=broward, dc=bc, ou=Organization, ou=BCC, ou=PU, ou=Users, cn=KAREN WALBRIDGE
Date: 2017.07.26 16:18:55 -04'00'

APPROVAL AUTHORITY
REASON/SUGGESTED ACTION (IF DISAPPROVED):

Signature: **BRENDA BILLINGSLEY** Digitally signed by BRENDA BILLINGSLEY
DN: dc=cty, dc=broward, dc=bc, ou=Organization, ou=BCC, ou=PU, ou=Users, cn=BRENDA BILLINGSLEY
Date: 2017.08.03 16:30:46 -04'00' Date:

BUSINESS CASE DOCUMENT

Office of Regional Communications and Technology

E911 Office

Reference: Sole Source Document submitted on March 5, 2017

Vendor: West Safety Solutions Inc.

I) OVERVIEW AND BACKGROUND

The following recitals depict the legal agreements and milestones in the relationship between West, Broward County and BSO:

- A. On or about March 31, 2008, BSO and Positron Public Safety Systems Corp. entered into a Sales, Software License and Maintenance Agreement providing for certain goods and services related to the E911 emergency response system.
- B. On June 1, 2008, in accordance with the Positron Sales, Software License and Maintenance Agreement, maintenance of the Broward County E911 emergency response system was transitioned from ATT to Positron.**
- C. On or about October 13, 2010, Positron Public Safety Systems Corp. changed its name to Intrado Systems Corp.
- D. On or about April 1, 2016 Intrado Systems Corp. changed its name to West Safety Solutions Corp.
- E. On February 23, 2011, BSO and West entered into a First Amendment to modify all references to Positron Public Safety Systems Corp. to "Intrado Systems Corp." (the "First Amendment").
- F. On May 7, 2013, BSO assigned its interests in the Sales, Software License and Maintenance Agreement to the County effective October 1, 2012, through an Assignment, Delegation, and Release Agreement ("Assignment") executed by the County, West, and BSO. The County and West renewed the Sales, Software License and Maintenance Agreement inclusive of the maintenance and support services pursuant to the terms thereof for a four (4) year renewal term commencing June 1, 2013.
- G. On or about June 17, 2013, the County and West executed a Second Amendment, which added optional services to be provided by West if requested by the County under the Sales, Software License and Maintenance Agreement, and also increased the not-to-exceed amount set forth under the Sales, Software License and Maintenance Agreement (the "Second Amendment").
- H. On or about April 25, 2017, the County and West executed a Third Amendment, which extended the term of the Agreement on a month-to-month basis until May 31, 2018, increased the total maximum amount for On-Site Services, reallocated unused funds for other purposes, and updated the statutory Public Records requirements for this Agreement.

II) INITIAL VIPER IMPLEMENTATION AND COMPLETED UPGRADES INVESTMENTS

The VIPER deployment initiative started in 2008 to replace the aging LifeLine 911 systems at all Broward County Public Safety Answering Points (PSAP). To date, the total capital investment of the VIPER deployment is \$7,260,909.61. The deployment phases are detailed in the following sections.

Phase 1 VIPER Deployment

Scope: Install VIPER equipment at Emergency Operations Center (EOC), Coral Springs, Margate, Coconut Creek and Deerfield Beach PSAPs.

Completion Date: 2010

Cost: \$1,541,005.63

Phase 2 VIPER Deployment

Scope: Install VIPER equipment at Hollywood, Pembroke Pines, Plantation and Miramar PSAPs.

Completion Date: 2010

Cost: \$1,148,856.27

Sunrise Standalone VIPER

Scope: Install VIPER equipment at Sunrise PSAP.

Completion Date: 2011

Cost: \$685,411.15

Phase 3 VIPER Deployment

Scope: Install VIPER equipment at Sunrise, Public Safety Building (PSB), Pompano and Ft. Lauderdale PSAPs.

Completion Date: 2012

Cost: \$2,055,316.66

North ACD

Scope: Configure ACD at North PSAP.

Completion Date: 2014

Cost: \$66,397.28

Phase I VIPER Upgrade

Scope: Configure Multi-Node VIPER at EOC, Coral Springs, Margate and Coconut Creek PSAPs

Completion Date: 2014

Cost: \$203,574.12

Central ACD

Scope: Configure ACD at Central PSAP.

Completion Date: 2014

Cost: \$64,306.65

South ACD

Scope: Configure ACD at South PSAP.

Completion Date: 2014

Cost: \$104,565.99

Phase 2 VIPER Upgrade

Scope: Configure Multi-Node VIPER at Hollywood, Plantation and Pembroke Pines PSAPs

Completion Date: 2014

Cost: \$133,103.39

Regional VIPER

Scope: Consolidate the 911 systems at the Regional PSAPs into a single system.

Completion Date: 2016

Cost: \$1,212,254.47

Single Queue Configuration

Scope: Configure uniform 911 call distribution for the Regional PSAPs.

Completion Date: 2016

Cost: \$46,118.00

III) PLANNED UPGRADE (2017) INVESTMENTS

The following upgrades are planned for Broward County PSAPs in 2017. The total planned investment in 2017/2018 relative to active projects is \$925,110.84. There is an estimated total of \$1.1M of requested project funding that is pending budget approval for FY 2018.

Database Replication

Scope: Install database replication to be used for reporting purposes. This will also allow for combined CAD and 911 system reporting.

Planned Completion Date: 2017

Cost: \$8,800.00

Regional VIPER Upgrade

Scope: Upgrade VIPER software to the latest platform (VIPER 5.1).

Planned Completion Date: 2017

Cost: \$81,900.00

Non-Regional VIPER Upgrade

Scope: Replace hardware at all Non-Regional PSAPs and upgrade VIPER software to the latest platform (VIPER 5.1).

Planned Completion Date: 2017

Cost: \$741,910.84

Text 911

Scope: Configure all PSAPs to support text messaging to 9-1-1.

Planned Completion Date: 2017/2018

Cost: \$64,500.00 (Note: This cost excludes recurring fees.)

Anti-Virus Software and Management System

Scope: Install anti-virus hardware and software at all PSAPs.

Planned Completion Date: TBD

Projected Cost: \$28,000.00

IV) ESTIMATED REPLACEMENT COSTS (If we replaced VIPER with a new system)

No solicitations for quotes to replace the Broward County VIPER systems have been placed. However, using the Non-Regional VIPER Upgrade as a basis for hardware replacement from price quotes received from West, the following estimate is offered:

Item	Cost	Notes
*Hardware and services for Regional VIPER system with 3 nodes and 51 positions	\$742,000	From West Non-Regional Upgrade quote. Excludes software and licenses.
Hardware for 30 additional Regional positions.	\$150,000	
Regional VIPER and 911 software	\$1,215,000	\$15,000 per position
Regional ACD licenses	\$202,500	\$2,500 per position
*Hardware and services for Non-Regional VIPER system with 3 nodes and 51 positions	\$742,000	From West Non-Regional Upgrade quote. Excludes software and licenses.
Regional VIPER and 911 software	\$765,000	\$15,000 per position
Total	\$3,816,500	Approximated

*Cost estimate is based on previously quoted VIPER replacement of Non-Regional VIPER.

V) MAINTENANCE SERVICE HISTORY

The table below tabulates the on-site maintenance costs since West took over the maintenance from ATT:

Contract Year	Maintenance Term		Amount	Notes
	Begin	End		
2008	6/1/2008	5/31/2009	\$625,000.00	
	6/1/2009	5/31/2010	\$643,750.00	
	6/1/2010	5/31/2011	\$663,063.00	
	6/1/2011	5/31/2012	\$682,954.00	
	6/1/2012	5/31/2013	\$703,443.00	
	2008 Contract Subtotal		\$3,318,210.00	
2013	6/1/2013	5/31/2014	\$717,005.94	Actual payment was reduced by a \$250,732.26 credit for unused Software Evergreen.
	6/1/2014	5/31/2015	\$717,005.94	
	6/1/2015	5/31/2016	\$717,005.94	
	6/1/2016	5/31/2017	\$717,005.94	
	2013 Contract Subtotal		\$2,868,023.76	
2017	6/1/2017	5/31/2018	\$676,530.00	Paid quarterly in arrears.
	2017 Contract Subtotal		\$676,530.00	
Grand Total			\$6,862,763.76	

VI) JUSTIFICATION

ORCAT 911 Office proposes to keep West Safety Solutions as the Sole Source/Brand for its E911 Customer Premise Equipment, to proceed with the upgrades detailed in Section III, and continue to serve as the provider of ongoing Maintenance, Support Services, and Onsite Support Services. The following are justification points that support this proposal.

- 1) West is a recognized leader in public safety communications and supplies 9-1-1 equipment to many Florida Counties.
- 2) West VIPER and Power 911 equipment is currently in use at all Broward County PSAPs. Changing the 9-1-1 equipment would necessitate a substantial training effort for PSAP operators and this would incur unnecessary cost.
- 3) Significant planning resources have been expended to finalize the purchases of the Section III upgrades. Additional research and compatibility study will be required to locate a supplier who can accomplish the goals of the upgrades.
- 4) In the event of a replacement for all existing equipment, there will be delays in implementing the key projects currently in-flight and planned for the PSAP Operation.
- 5) The upgrades outlined in Section III are needed and will provide Broward County with the platform that will be used to implement Next Generation 911 (NG 911) Technology as a part of our Strategic Roadmap.
- 6) The Onsite Support Services associated with this Sole Source request requires dedicated resources from West Safety Solutions which will enable the Office of Regional Communications and Technology to address any production issues and complete moves, add, and change (MAC) requests for a period of two years with three optional one year renewals. This recommendation will also allow the Office of Regional Communications and Technology to re-evaluate onsite support needs under the Next Generation 911 Model by 2019.