

IN THE COUNTY LEGISLATURE OF JACKSON COUNTY, MISSOURI

A RESOLUTION awarding a twelve-month term and supply contract for the furnishing of hardware maintenance and service on the VoIP Telephone System for use by the Information Technology Department to SKC Communications, of Shawnee Mission, KS, as a sole source purchase.

RESOLUTION #17699, October 17, 2011

INTRODUCED BY Scott Burnett, County Legislator

WHEREAS, the Information Technologies Department has a need for ongoing hardware maintenance and service of the VoIP Telephone System for the upcoming twelve-month period; and,

WHEREAS, section 1030.1, Jackson County Code, 1984, eliminates the requirement for competitive bidding when items to be purchased can be obtained from only one source and requires notification of and approval by the Legislature on source sole source purchases exceeding \$25,000.00; and,

WHEREAS, the Director of Finance and Purchasing recommends a twelve-month term and supply contract for the furnishing of hardware maintenance and service for the VoIP Telephone System, from SKC Communications of Shawnee Mission, KS, for use by the Information Technology Department; and,

WHEREAS, the Director further recommends that he not take competitive bids with

regard to said hardware maintenance and service, for the reason that SKC Communications installed the telephone system and is the County's software maintenance supplier for the equipment; now therefore,

BE IT RESOLVED by the County Legislature of Jackson County, Missouri, that award be made as recommended by the Director of Finance and Purchasing, and that the Director be, and is hereby, authorized to execute for the County any documents necessary to the accomplishment of the award; and,


BE IT FURTHER RESOLVED that the Director of Finance and Purchasing be and hereby is authorized to make all payments, including final payment on the contract, to the extent that sufficient appropriations to the using spending agencies are contained in the then current Jackson County budget.

Effective Date: This Resolution shall be effective immediately upon its passage by a majority of the Legislature.

APPROVED AS TO FORM:



Chief Deputy County Counselor



County Counselor

Certificate of Passage

I hereby certify that the attached resolution, Resolution #17699 of October 17, 2011, was duly passed on October 24, 2011 by the Jackson County Legislature. The votes thereon were as follows:

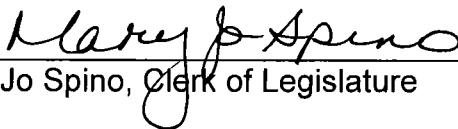
Yeas 7

Nays 0

Abstaining 0

Absent 2

10.24.11
Date



Mary Jo Spino, Clerk of Legislature

This award is made on a need basis and does not obligate Jackson County to pay any specific amount. The availability of funds for specific purchases is subject to annual appropriation.

October 13, 2011
Date



Director of Finance and Purchasing

REQUEST FOR LEGISLATIVE ACTION

Completed by County Counselor's Office:

Res/Ord No.: 17699

Sponsor(s): Scott Burnett

Date: Oct. 17, 2011

| | | | | | | | | | | | |
|---|--|---|-------------|--|----|--|-------------|---|----|---|--------------------------|
| <p>SUBJECT</p> | <p>Action Requested <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Ordinance</p> <p>Project/Title: <u>Authorizing a Twelve Month Term and Supply Contract for the furnishing of an "As Needed" Service Agreement on the VoIP Telephone System for the Information Technology Department to SKC Communications Products of Shawnee Mission, KS as a Sole Source Purchase.</u></p> | | | | | | | | | | |
| <p>BUDGET INFORMATION <i>To be completed By Requesting Department and Finance</i></p> | <table border="1"> <tr> <td>Amount authorized by this legislation this fiscal year:</td> <td>\$25,000.00</td> </tr> <tr> <td>Amount previously authorized this fiscal year:</td> <td>\$</td> </tr> <tr> <td>Total amount authorized after this legislative action:</td> <td>\$25,000.00</td> </tr> <tr> <td>Amount budgeted for this item * (including transfers)</td> <td>\$</td> </tr> <tr> <td>Source of funding (name of fund) and account code number; FROM / TO</td> <td>FROM ACCT TO ACCT</td> </tr> </table> <p>* If account includes additional funds for other expenses, total budgeted in the account is: \$</p> <p>OTHER FINANCIAL INFORMATION:</p> <p><input type="checkbox"/> No budget impact (no fiscal note required) <input checked="" type="checkbox"/> Term and Supply Contract (funds approved in the annual budget); estimated value and use of contract: Department: IT Estimated Use: \$ 25,000.00</p> <p>The RLA only approves the Term and Supply Contract; the funds were already appropriated through the annual budget adoption. Figures included in the background section are for informational purposes to provide an estimate of the contract value.</p> <p>Prior Year Budget (if applicable): Prior Year Actual Amount Spent (if applicable):</p> | Amount authorized by this legislation this fiscal year: | \$25,000.00 | Amount previously authorized this fiscal year: | \$ | Total amount authorized after this legislative action: | \$25,000.00 | Amount budgeted for this item * (including transfers) | \$ | Source of funding (name of fund) and account code number; FROM / TO | FROM ACCT TO ACCT |
| Amount authorized by this legislation this fiscal year: | \$25,000.00 | | | | | | | | | | |
| Amount previously authorized this fiscal year: | \$ | | | | | | | | | | |
| Total amount authorized after this legislative action: | \$25,000.00 | | | | | | | | | | |
| Amount budgeted for this item * (including transfers) | \$ | | | | | | | | | | |
| Source of funding (name of fund) and account code number; FROM / TO | FROM ACCT TO ACCT | | | | | | | | | | |
| <p>PRIOR LEGISLATION</p> | <p>Prior ordinances and (date): Prior resolutions and (date):</p> | | | | | | | | | | |
| <p>CONTACT INFORMATION</p> | <p>RLA drafted by (name, title, & phone): Barbara Casamento, Purchasing Supervisor, 881-3253</p> | | | | | | | | | | |
| <p>REQUEST SUMMARY</p> | <p>The Information Technology Department requires an "As Needed" Service Agreement on the VoIP Telephone System. The "As Needed" Service Agreement would allow Information Technology to call for service when needed to address service problems. Information Technology will acquire a spare parts inventory to address hardware problems. SKC Communications installed the VoIP Telephone System and would be considered a Sole Source for service to that system.</p> <p>Pursuant to Section 1030.1 of the Jackson County Code, the Director of Finance and Purchasing recommends the purchase of an "As Needed" Service Agreement for the VoIP Telephone System for the Information Technology Department from SKC Communications of Shawnee Mission, KS as a Sole Source.</p> | | | | | | | | | | |

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|-------------|---|----------------|
| CLEARANCE | <input type="checkbox"/> Tax Clearance Completed (Purchasing & Department) N/A <input type="checkbox"/> Business License Verified (Purchasing & Department) N/A <input checked="" type="checkbox"/> Chapter 6 Compliance - Affirmative Action/Prevailing Wage (County Auditor's Office) | |
| ATTACHMENTS | Memorandum from Information Technology and a Proposal from SKC Communications | |
| REVIEW | Department Director: <i>Robert L. Lear</i> | Date: 10-11-11 |
| | Finance (Budget Approval): If applicable <i>Deborah A. Ball</i> N/A | Date: 10-11-11 |
| | Division Manager: <i>[Signature]</i> | Date: 10/11/11 |
| | County Counselor's Office: | Date: |

Fiscal Information (to be verified by Budget Office in Finance Department)

- This expenditure was included in the annual budget.
- Funds for this were encumbered from the _____ Fund in _____.
- There is a balance otherwise unencumbered to the credit of the appropriation to which the expenditure is chargeable and there is a cash balance otherwise unencumbered in the treasury to the credit of the fund from which payment is to be made each sufficient to provide for the obligation herein authorized.
- Funds sufficient for this expenditure will be/were appropriated by Ordinance # _____
- Funds sufficient for this appropriation are available from the source indicated below.

| Account Number: | Account Title: | Amount Not to Exceed: |
|-----------------|----------------|-----------------------|
| | | |

- This award is made on a need basis and does not obligate Jackson County to pay any specific amount. The availability of funds for specific purchases will, of necessity, be determined as each using agency places its order.
- This legislative action does not impact the County financially and does not require Finance/Budget approval.



DEPARTMENT OF
INFORMATION TECHNOLOGY

Jackson County, Missouri – 415 E. 12th Street, Room G-3, Kansas City, Missouri 64106
816/881-3151-PHONE 816/881-3949-FAX

Memorandum

Date: September 14, 2011
To: Troy Thomas, Director of Finance
From: Stephen L. Marsh, Director of Information Technology
Re: Phone Maintenance

Part of the VoIP implementation including pricing for ongoing maintenance. That maintenance came in two parts, Software and Hardware. The software maintenance has already been approved, and paid. The other part is the hardware.

The hardware maintenance was quoted in the original RFP response, and began at \$79,000, in year two, and dropped slowly over the next four years. This maintenance covered the replacement of failed hardware, but not the installation, or programming of that equipment.

This course of action would leave the IT department in the position of having to pay for additional services if something happened that could not be covered by internal staff. It also puts telecom staff in the position of needing to request a contract should there be a programming problem with the system neither of the maintenance agreements would cover programming.

It was determined that a best course of action would be to open a term and supply contract for services with the same vendor, SKC, that installed the system and quoted the original maintenance. This solution would allow the County to call when needed to address problems, whether they are installation or programming issues. To cover the hardware, the IT department would acquire spare parts to put on the shelf. Most of the system is redundant. So if a key component of the core fails, there is a mirror of that portion that will continue to run.

In the long term this will be more cost effective, and cover more needs than paying Avaya for strictly hardware maintenance. Circuit Court IT was in agreement that this was an appropriate course of action.



Time & Materials Services

Prepared For:

Jackson County

Introduction

Jackson County and SKC are entering into an agreement for enhanced remote and onsite technical support of their existing Avaya infrastructure. This contract provides coverage for Jackson County during normal SKC business hours (Monday-Friday, 8:00 am-5:00 pm) for a term of one year.

This is a Time & Materials blanket PO and not a pre-paid contract, therefore, there will not be any SLA's regarding response and resolution times. Service requests will be subject to technician and engineer availability.

SKC Commitment

The structure of this agreement will allow Jackson County to contact SKC as the Tier 1 level of support during regular SKC business hours (Mon-Friday, 8:00 am to 5:00 pm CST).

Requests for support outside the Standard Business Hours may be accommodated at SKC's option and will be subject to SKC then current "Per Incident" rates.

Eligible reasons for a support call include but are not limited to:

- Changing of all Avaya system password and logins for all Avaya servers--- CM, CMS, all remote gateways;
- Reviewing of all Avaya future scheduled programming with Jackson County and deleting these schedules as requested by Jackson County;
- Implementing an easy SKC method of access to all Jackson County Avaya servers for 24 hour remote access as needed;
- Review with Jackson County IT personnel the basic system Avaya programming of network and admin functions for day-to-day operations;
- Assist with Avaya system programming and onsite tech work normally handled by the Jackson County Telephony Engineer;
- Provide to Jackson County the correct system backup policy and procedures for all Avaya servers Jackson County utilizes.

Services performed will be on an as-needed basis upon request by the Designated Jackson County contacts. SKC reserves the right to determine if the request is true Time & Materials maintenance or is project related, in which case the request may be redirected.

Time & Materials Services

For each Case that is generated:

- SKC will provide the submitter with an SKC Case # for their records
- Best effort troubleshooting and resolution for product related problems via telephone or remote dial-in connection.
- Answer Customer questions regarding product problems to the best of our abilities
- Commence remedial maintenance service activities, including software maintenance (bug) fixes, product documentation and Update releases upon request
- Support does not cover customized system features or reports created by the Customer or Third Parties. Any bug fixing or system re-configuration that Avaya must perform to clear a trouble resulting from Customer's configuration changes are not included in Service Agreement coverage
- This coverage option does not include on-site parts replacement, and it is the Customer's responsibility to secure any critical on-site spare parts.
- On-site assistance is available at the rates listed below and is subject to technician availability

Resources and Rates

The following rates apply to work requested by Jackson County and are subject to technician availability.

| | | |
|----------------------|-------------------|------------|
| Software Specialist: | Standard Rate: | \$150/hour |
| | After Hours Rate: | \$200/hour |
| | Weekend Rate: | \$250/hour |
| Onsite Technician: | Standard Rate: | \$100/hour |
| | After Hours Rate: | \$150/hour |
| | Weekend Rate: | \$200/hour |

SKC suggests a blanket PO not to exceed \$23,400 to cover the estimated cost of services required.

Timelines and hourly minimums apply (all time in Central Time):

- Standard Hours (2 hour min): Monday-Friday (8:00 am - 4:59 pm)
- After Hours (2 hour min): Monday-Friday (5:00 pm – 7:59 am)
- Weekend Hours (3 hour min): Friday-Monday (Friday 5:00 pm – Monday 7:59 am)

Fees and Method of Payment

Invoices will be submitted on a monthly basis for actual hours worked in conjunction with mutually agreed upon Work Orders. Payment terms are Net 45. Each invoice will reference the Work Order number, skill level(s) and number of hours associated with it. In addition, a detailed status report will accompany each invoice.

Customer Contact Options

SKC Technical Support (Monday-Friday, 8:00 am- 5:00 pm Central Standard Time)

Toll Free: 800-882-7779 option 3
Email: avayaservice@skccom.com

Avaya Support (Monday-Friday, 8:00 am-5:00 pm local site time)
Toll Free: 800-242-2121 option 1
Online: www.support.avaya.com

Customer Sold To Information: _____

This proposal is accepted and agreed to by the following parties:

Jackson County

SKC Communication Products, LLC.

Signature

Signature

Name

Name

Title

Title

Date

Date