

DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

Rev 1

☒ **New contract** ☐ **OTR** ☐ **CO** ☐ **SS** ☐ **BW** ☐ **Emergency**

Previous Contract/Project No.
SS9409-0/15

☐ **Re-Bid** ☐ **Other
(Government
Access)**

LIVING WAGE APPLIES: ☐ YES ☒ NO

Requisition/Project No: RQET1600015

TERM OF CONTRACT: 5 years with one-year options-to-renew

Requisition/Project Title:- REVERSE 311 SMS TEXT/MASS CALL SYSTEM MAINTENANCE AND SUPPORT SERVICES

Description: To provide continued software maintenance and support services for the existing Reverse 311 System hosted by the Information Technology Department (ITD). The Reverse 311 System is utilized by Miami-Dade County Government Information Center (GIC) to conduct daily operations of the 311 call center providing services to the citizens of the County.

User Department(s): ITD

Issuing Department: ISD

Contact Person: MARGARET BROWN

Phone: 305-375-4914

Estimated Cost: \$675,000.00

Funding Source: Proprietary and Internal Services Funding

REVENUE GENERATING:

ANALYSIS

Commodity/Service No: <u>920-45</u>		SIC: <u> </u>	
Trade/Commodity/Service Opportunities			
Contract/Project History of Previous Purchases for Previous Three (3) Years Check here ☐ if this is a New Contract/Purchase with no Previous History			
		EXISTING	2 ND YEAR
Contractor:	AIRBUS DS COMMUNICATIONS INC		
Small Business Enterprise:			
Contract Value:	546,700.00		
Comments:			
Continued on another page (s): ☐ Yes ☒ No			

RECOMMENDATIONS

SBE	Set-Aside	Sub-Contractor Goal	Bid Preference	Selection Factor
		%		
		%		
		%		
		%		

Basis of Recommendation:

Signed: Margaret Brown

Date to SBD: February 22, 2016

Date Returned to PM:

NON-COMPETITIVE REVIEW SUMMARY

Action: Establish a Legacy Contract

Requisition No.: RQET1600015

Committee/Committee Date: April, 2016

* ISD internal Processing due date: March 4, 2016

Projected BCC Date: June, 1016

Purpose of the Acquisition: To provide continued software maintenance and support services for the existing Reverse 311 System hosted by the Information Technology Department (ITD). The Reverse 311 System is utilized by Miami-Dade County Government Information Center (GIC) to conduct daily operations of the 311 call center providing services to the citizens of the County.

Recommended Vendor: AIRBUS DS COMMUNICATIONS INC. (formerly Plant CML)

Contract Term: Five-year term w/no Options-to-Renew

Contract Amount Estimated: \$675,000 for the five-year term

Background:

Miami-Dade County procured the Reverse 311 System (System) in 2006 as a turnkey project through Contract No. 250-000-03-1, which was competitively established by the State of Florida. This system was developed to comply with the Mayor's request for effective communications with the County's residents via mass messaging/calls. Additional System components and services were procured to expand the program and reach more residents in a reliable manner through various contracts. GIC uses the System to consolidate customer information across its service channels such as the County portal, outreach offices, and the 311 call center to integrate all information into a central enterprise solution. The system's primary purpose is to send mass messages through text and robo-calls with important information to the residents of Miami Dade County in case of natural disasters, emergency alerts or to broadcast important County information. The system is Enterprise-wide, and supports all Miami-Dade Tenant Departments.

The Reverse 3-1-1 System can be programmed to send mass phone and email notifications to predefined lists of residents regarding County services and emergency situations (i.e. mosquito spraying, Animal Services violations/events, hurricane evacuations etc.). The System also integrates with the County's GIS infrastructure and SALI phone list to allow for geographic based notifications (i.e. Census callouts, water main issues, localized emergency etc.). This System is configured to work directly with other applications such as the Miami-Dade Portal, County Blue Book, Computer Aided Design (CAD) System, and others.

Maintenance and support service is required to maintain availability to allow for continued mass communication and emergency use.

Market Research:

The market revealed other providers of text/mass call systems; however once procured, this System becomes proprietary to the owner of the system, unless authorized resellers are used. Airbus DS Communications Inc. obtained this product from Plant CML who, prior to the sell discontinued their relationship with all resellers. Airbus does not authorize any third party support/maintenance, installs and only provides products and services direct. Presently, they are the owner and sole proprietary of this software solution.

Recommendation:

Airbus DS Communications Inc. is presently maintaining the County's 311 System. In order for the County to continue providing updates and important information to the residents of Miami Dade County in case of natural disasters, emergency alerts or to broadcast important County information, it is in the County's best interest to enter into a legacy agreement with the only provider of maintenance and support services of this System.

Margaret Brown
Associate/Officer

February 22, 2016
Date



INTERNAL SERVICES DEPARTMENT
PROCUREMENT MANAGEMENT SERVICES

Justification/Input Document for Non-Competitive Acquisition

It is the policy of Miami-Dade County to consistently purchase goods and services using full and open competition. The citizens of Miami-Dade County are best served when we make sound business decisions based on competitive bids or proposals. Early acquisition planning that includes consultation with Internal Service Department's procurement staff can help avoid delays and facilitates effective market research. However, there may be instances when other than full and open competition may be justified. When a user department(s) determines that other than full and open competition is necessary or in the best interest of the County, appropriate justification for that course of action must be submitted to ISD for approval and execution in order to waive the competitive bid/proposal process.

Please provide the information requested below to support the need and feasibility for waiving the competitive bid/proposal process:

Department:	Information Technology Department		
Contact Person:	Alberto Falcon	Phone Number:	305-596-8314
Requisition No.:	RQET1600015	Estimated Value:	\$675,000
Proposed Vendor:	AirBus DS Communications - 952580952/03		
Previous Contract Number:	SS9409-0/15	Previous Contract Value:	\$547,000 five years

Purpose of the Purchase

Please describe your minimum requirements and the benefits of making the acquisition.

The Reverse 311 System was purchased and installed to ensure compliance with Resolution No. R-741-09 approved by the Board of County Commissioners on June 2, 2009, directing the County Mayor or designee to continue to develop and report on plans to use text-messaging, robo-calls, and other new technologies to better communicate with the residents of Miami-Dade County. The System sends automatic telephone and e-mail notifications to residents regarding Miami-Dade County emergency updates, services and event announcements. The Water and Sewer Department, the Transportation Department, Fire Rescue, Public Works and Waste Management, Animal Services, and the Communications Department, are among the many County agencies that use the system.

In 2012 the system was purchased to replace the Wireless Emergency Notifications System that had reached the end of its useful life, and has been undergoing expansion to enhance functionality and to meet additional capacity. Additional user agencies, minutes and two modules, the mass calls module (robo-calls), and short message service (text messages) have been added to the system as part of the expansion contributing to the increase in required maintenance and support costs. The allocation being requested includes equipment and upgrades needed for the continued expansion of the system and its functionality through 2021 to be able to support the increasing large volume of announcements and calls.

Best Interest of the County / Uniqueness of Product

Please provide a detailed description as to why a waiver of formal bidding is in the County's best interest (e.g., product standardization, compatibility, proprietary access or distributorship, how vendor is uniquely qualified to provide the needed product or service, etc.). Please note that a lack of advance planning is not an acceptable justification for a non-competitive acquisition.

The Information Technology Department of the County has invested several years in the development and expansion of the system that is already interwoven into ITD's infrastructure that complete the effectiveness of the mass call and texting system used to better communicate with the residents of Miami-Dade County. The system has proven that it can distribute announcements expeditiously in the event of natural disasters and also broadcast important community information.

Market Research

Please describe your market research and the results thereof. This should include a description of other, similar sources or products available in the market if any and why they are not acceptable.

The current vendor is the sole proprietor of the Reverse 311 Solution that is currently being used and owns all the rights to the required software licensing, maintenance and support. The vendor has expressed that no other vendor is capable of providing the upgrades, licensing, or ongoing maintenance and support services.

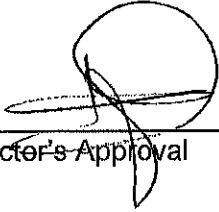
Proposed Actions

Please describe the actions the department will take to overcome the present barriers to competition prior to any future acquisitions of this product or service.

The Information Technology Department will continue to monitor and seek out any new vendor that becomes available that can provide services for the existing system or for any new system that becomes available in the market.



**INTERNAL SERVICES DEPARTMENT
PROCUREMENT MANAGEMENT SERVICES**



Department Director's Approval

1/15/2016

Date Approved

Non-Competitive IT Project Review

Directions for Completion: Departments requesting a non-competitive project review for new or existing Information Technology (IT) Systems are required to complete this questionnaire along with the appropriate Bid Waiver/Sole Source Justification Form. The response and explanation fields are to be fully completed to provide all background on the project. Please be as specific as possible and provide all backup documentation, doing so will expedite the review of your project.

The answers provided in the response field shall be according to the following format:

- "Y" – Yes
- "N" – No
- "N/A" – Not applicable

Current Contract Information:		
<u>Questions:</u>	<u>Response:</u>	<u>Explanation:</u>
When and how was the IT software/hardware initially purchased by the County? (Please provide contract number, award info, and applicable documentation)		Contract SS9409-0/15 – Award info. is housed within ISD's BTS system.
When does the current contract expire?		4/30/16 but the support/maintenance and any additional services are not needed until September 2016.
If the contract has expired, how are/have you been maintaining the IT hardware/software? (Provide explanation and documentation if applicable)	N	Contract has not expired.
Was maintenance and support included in the current contract? If no, why not? Did it include assistance with transition to a new system?	Y	Original contract was initiated to meet the Mayor's request to better provide communications to the residents of Miami Dade County.
What other applications does the System integrate/interface with?		The Avaya PBX telephone switch at (ICFB), and the ArcGIS infrastructure for (GIS) maps and functionality

Non-Competitive IT Project Review

If a new system were deployed would it still be necessary to support the current system in parallel? How long would the legacy system need to be maintained and operational? Could historical data be stored in a data warehouse? What would be the cost?	N/A		The system's primary purpose is to send mass messages through text and robo-calls with important information to the residents of Miami Dade County in case of natural disasters, emergency alerts or to broadcast important County information.
What is the purpose of this IT hardware /software? What is the expected life cycle?			
Is this product an integral part of the County / Department's technical infrastructure? Does it perform system critical functions? If so, what?	Y		The system is Enterprise-wide, and supports all Miami-Dade Tenant Departments
Are these solutions delivered through the Original Equipment Manufacturer (OEM) support? If no, is it delivered through authorized reseller or dealers?	Y		OEM is the only authorized provider.
On the current contract, is the User Access Program (UAP) and Inspector General being collected?	Y		
Does the current contract require insurance? (Note: Any vendor required to come onto County property is required to have insurance throughout the term of the Agreement.)	Y		A 01 insurance is required.
Have you encountered any issues during the contract term regarding performance or compliance?	N		

Non-Competitive IT Project Review

Have you been satisfied with the performance of the vendor to date?	Y	
Market Research:		
Questions:	Response:	Explanation:
Are there available equivalents to the product or service you are requesting for this new project? <i>(Please provide documentation regarding your Department's market research)</i>	N	This system is highly integrated within Miami-Dade's infrastructure, allowing MDC to leverage existing systems to provide cost savings
If there are available equivalents, why do these products not meet your needs? What are the differences? <i>(Please be as specific as possible to provide sufficient detail to justify your request.)</i>	N/A	
Can the vendor meet your long term needs? What research has been conducted to verify their ability to meet your expectation? <i>(Please provide documentation, as applicable, to show your findings)</i>	Y	
What other vendors offer systems capable of providing the County with a solution?	N/A	
Are these solutions delivered through the Original Equipment Manufacturer (OEM) support or is it delivered through authorized reseller or dealers.		OEM only.

Non-Competitive IT Project Review

Are dealers required to complete a certification program or are they restricted to levels of support set up by the vendor/mfg? <i>(i.e. gold plan vs. platinum plan – gold allows vendor to maintain equipment but they do not have access to software upgrades or new system implementations. Platinum allows vendors to complete new product installs and all other support).</i>	N/A	OEM does not authorize any third party support/maintenance, installs, etc.
What level support does the County require for this new project?		No additional support is required
Are there other systems currently employed by the department / County that are similar that could provide a solution?	N	
If a new system were deployed would it still be necessary to support the current system in parallel?	Y	If the Mayor's office wishes to keep open communications with the public.
How long would the legacy system need to be maintained and operational?	?	There is a lot of trial and error involved with a new system and only until we feel that the new vendor is reliable enough to maintain the system. Could be 6 months to two years, roughly.
Could historical data be stored in a data warehouse? What would be the cost?	N/A	
Has the replacement system been reviewed and approved by the IT Leadership Council?	N/A	

Non-Competitive IT Project Review

New Project Information:		
<u>Questions:</u>	<u>Response:</u>	<u>Explanation:</u>
What are the business goals and objectives of this new project? (Please be specific)		To continue providing updates and important information to the residents of Miami Dade County in case of natural disasters, emergency alerts or to broadcast important County information.
What contract term would you like established? (<i>Initial term plus any renewals</i>)		Total of five years.
What allocation is requested on this new project? What is the basis of the allocation request? (<i>i.e. Vendor quote, market research, etc</i>)	\$675,000	
Please provide documentation if applicable.		
What is your funding source(s) for this new project?		Tenant Departments
Is this a grant funded project? If so, please provide grant documentation outlining the expiration date and requirements.	N	
What budget year is it scheduled for?		FY15/16
Is the allocation enterprise or department based?		
Scope Information:		
<u>Questions:</u>	<u>Response:</u>	<u>Explanation:</u>
Please provide a high level overview as to the scope of this project. A defined scope of work is to be provided with your submission.		To continue providing updates and important information to the residents of Miami Dade County in case of natural disasters, emergency alerts or to broadcast important County information.
What is your Project Timeline?		Contract in place no later than September 2016.
What are the roles and responsibilities of the vendor?		Continued maintenance and support. Some new installs and upgrades.

Non-Competitive IT Project Review

What are the roles and responsibilities of the County?		
Software Acquisitions:		
<u>Questions:</u>	<u>Response:</u>	<u>Explanation:</u>
Is this a replacement of an existing software/system?	Y	SS9409-0/15
Is the software perpetual? If so, please provide a copy of the license agreement with your submission.		Albert - see email from Kathy Richter dated 01/07/2016
Do you require professional services on the new contract? (i.e. <i>Training, custom programming, consulting</i>)	Y	The services that we may require are adding new departments and possible upgrades.
How is the software licensed? (i.e. <i>Per User, Enterprise, Concurrent User, Site</i>)		Enterprise
How many users?	N/A	
Do you want/need the new contract to provide the option to purchase additional licenses or services during the term?	Y	
Do you require training for users on the new contract? How many users are to be trained? Levels?	N	
Where is the software hosted?		Onsite at The RDPCC
Do you have a disaster recovery plan? If no, is the vendor required to provide collocation under the new contract?	Y	
What are your long term plans with the system?		Maintain the system until a better performing system is available at an acceptable cost to the County.
Do you have the source code?	N	

Non-Competitive IT Project Review

Would you like software escrow added to the new contract?		
What is the life expectancy of the software? What value does this project provide to your department?	N/A	
Hardware Acquisitions:		
Questions:	Response:	Explanation:
Was maintenance and support included in the original contract? If not, why?	Y	
Did it include assistance with transition to a new system?	Y	
Is this product an integral part of the County / Department's technical infrastructure?	N/A	
What are the requirements for maintenance and support under the new contract?	N/A	We require only maintenance and support of the software.
Will the vendor be required to come onto County property to provide technical support/assistance? If not, how will this be accomplished?	Y	
What level of support is required by your Department under the new contract? (i.e. 24x7, onsite repair, parts, etc.)		Existing SLA requires 24x7 support to maintain availability for emergency use.
Does it perform system critical functions? If so, what?	Y	Provides/updates important information to the residents of Miami Dade County in case of natural disasters, emergency alerts or to broadcast important County information.
What would be the effect to the County if the maintenance / support services were not obtained?		The inability to effectively provide/update important information to the residents of Miami Dade County in case of natural disasters, emergency alerts or to broadcast important County information.

Non-Competitive IT Project Review

What other systems does the hardware integrate/interface with?		The Avaya PBX telephone switch at (ICFB), and the ArcGIS infrastructure for (GIS) maps and functionality
Will the new contract require the vendor to maintain these integrations/interfaces with these systems also?	Y	
What is the life expectancy of the hardware?	N/A	
What value does this project provide to your department?		This system was developed to comply with the Mayor's request for effective communications with the County's residents via mass messaging/calls.
Do you need to have the ability in the new contract to purchase additional hardware components, parts, or services? If so, please provide a detailed explanation as to your Department's requirements.	N	