

DEPARTMENTAL INPUT

CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

New
 OTR
 Sole Source
 Bid Waiver
 Emergency
 Previous Contract/Project No. Contract (RFP)

L8861-0/20

Re-Bid
 Other
 LIVING WAGE APPLIES: YES
 NO

Requisition No./Project No.: RQET1900007
 TERM OF CONTRACT: 1 YEAR(S) WITH 0 YEAR(S) OTR

Requisition /Project Title: Case Management System for County and Criminal Court

Description: purchasing maintenance and support services for the existing Pinnacle Telecom Expense Management System (note: bridge contract will cover services until EPPRFP-01103 is awarded)

Issuing Department: ITD
 Contact Person: Mirta Cardoso
 Phone: 305-596-8820

Estimate Cost: \$165,000
 Funding Source: GENERAL InternalServ
 FEDERAL
 OTHER

ANALYSIS

Commodity Codes: 92045

Contract/Project History of previous purchases three (3) years
 Check here if this is a new contract/purchase with no previous history.

	<u>EXISTING</u>	<u>OTR YEARS</u>	<u>3RD YEAR</u>
Contractor:	CALERO HOLDINGS IN		
Small Business Enterprise:	no		
Contract Value:	\$131,250		

Comments:

Continued on another page (s): YES NO

RECOMMENDATIONS

	Set-aside	Sub-contractor goal	Bid preference	Selection factor
SBE				

Basis of recommendation:

Signed: Tiondra Wright
 Date sent to SBD: 5/20/19
 Date returned to DPM:



Appendix A – Scope of Services

Calero Software, LLC herein referred to as the “Contractor” shall provide ongoing Software maintenance and support services and migration to a vendor hosted environment for the existing Telecom Expense Management System utilized by the Miami-Dade Information Technology Department. Contractor is responsible under this Master Agreement to provide all required Software and Hardware maintenance and support services.

Calero Software, LLC shall provide Miami-Dade County access to the Product identified below in a hosted environment at the Calero Data Center. Miami-Dade County shall be responsible for providing the Platform and Customer Premise Equipment (if any) as identified herein:

- PRODUCT:**
- PINNACLE Service Manager Module
(for up to 25,000 Lines and 2 Sites*)
 - PINNACLE Usage Manager Module
 - PINNACLE Optimization Manager Module
 - PINNACLE Chargeback Manager Module
 - PINNACLE Invoice Manager Module
(for up to \$20,500,000/annual communications spend)
 - PINNACLE Service Desk Manager Module
 - PINNACLE Inventory Manager Module
 - PINNACLE Infrastructure Manager Module
 - PINNACLE E911 Manager Module
 - PINNACLE Application Integration Manager Module
 - PINNACLE Telephony Integration Manager Module - Switch Provisioning
(for Avaya and Cisco Switch, within 2 Sites*)
 - PINNACLE Telephony Integration Manager Module - Switch Audit
(for Avaya and Cisco Switch, within 2 Sites*)

*A Site is defined as a source of aggregated usage data such as a PBX Polling Device, printer aggregator, power meter or similar.

CUSTOMER PLATFORM: Calero’s browser support for Microsoft, Firefox and Chrome follows the respective vendor’s product updates in relation to our subsequent release schedule. Calero’s Customer Care portal maintains release notes and other information to indicate the current supported platforms, future enhancements and product release schedules.

DESCRIPTION OF APPLICATION HOSTING SERVICES

With an active Maintenance Agreement, Calero will provide all applicable services as described in the current PINNACLE Customer Care Guide, which is found on the Customer Care Website at www.calero.com. Calero’s Maintenance and Service Level Agreement is attached hereto as Appendix C. Calero agrees that should any material changes to the Customer Care Guide affect the services to be performed under this Master Agreement, Calero will notify Miami-Dade County of such change at least 45 days prior. Miami-Dade County and Calero will work together in good faith to modify any part of this Master Agreement to address each material change if applicable.



Infrastructure Support and System Administration	Responsibility
Provide Application, Database and Web Server hardware	Calero
Support and provide associated maintenance for the server hardware to include operating system upgrades, hardware preventative maintenance and emergency repairs	Calero
Provide access to the PINNACLE application via the Public Internet	Calero
Provide up to one production and one test application database instance dedicated to Customer	Calero
Perform product maintenance including generally available application upgrades	Calero
Monitor and Administer the Customer application. This will include regularly scheduled backups, table space and index monitoring and proactive database reorganizations.	Calero
Manage disk space and database growth. Disk space limited to 150 GB.	Calero
Monitor and tune database parameters to ensure optimal application performance.	Calero
Receive telephone inquiries from Customer Team and will provide telephone consultation to address the correction of program errors and malfunctions of the PINNACLE application.	Calero
As requested by the Customer, Calero will address invoice file format corrections due to Service Provider modifications. Specific electronic invoice files supported can be found in the current Customer Care Guide available at www.calero.com . Programming modifications to support updates to electronic invoice data from vendors not included in the Calero standard support list can be provided at the standard consulting rate quoted in Section VI "Fees and Payment".	Calero
Analyze User Activities, provide recommendations to improve user's performance, monitor job scheduler to proactively alleviate contentions, monitor batch processes and proactively identify issues.	Calero
Create user accounts and assign users to security roles, review user activities, freeze delinquent accounts and monitor account activities.	Miami-Dade County
Use the PINNACLE application to maintain service inventory (new, changed or disconnected services).	Miami-Dade County

Virtual Private Network ("VPN") Access for Customer Created SQL to Support Reports

- Calero will provide VPN read only access to the API views to allow adhoc reporting to be done by Customer
- Calero will allow read only access for the following schemas: AXIS, TELECOM, WORKORDER, CABLEMAN, PS_INVMGMT, PS_RATING, PS_SYSTEM and all PINN_REPORT_API views in Miami-Dade County test and production instance through a new user: PS_REPORT_RO
- Miami-Dade County must create and test all sql in the test instance prior to running on the production instance
- Miami-Dade County may request to have the sql published to the production instance via a ticket and Calero will apply to production instance within five (5) business days. As part of the request, Miami-Dade County will provide a summary of the intent of the sql.
- Calero has the right to reject a promotion to production, or take out of production, if it performs poorly. Calero will require a Statement of Work ("SOW") to improve performance of the sql.
- Calero will monitor traffic per user and/or per VPN due to potential performance issues of running adhoc reporting on a production server
- Miami-Dade County may request a test instance refresh via a ticket and Calero will refresh within ten (10) business days of request from when the instance is authorized to be offline. Miami-Dade County may request four (4) refreshes per year. Test instance will be a full copy of the production instance.



DESCRIPTION OF BUSINESS PROCESS OUTSOURCING SERVICES

Invoice Processing Services	Responsibility
Load invoice detail from electronic invoice files.	Calero
Load invoice summary from paper invoice files into the pre-established invoice template for each vendor.	Calero
Reconciliation of Calero loaded vendor invoices on a monthly Basis comparing the pre-established criteria to the actual vendor invoices. This includes but is not limited to a reconciliation of active service inventory, monthly trends and contractual rate variance thresholds.	Miami-Dade County
Make available detailed reports on discovered invoice exceptions specific to the pre-established reconciliation rules outlined above.	Miami-Dade County
Process the first level of vendor payment approval and provide to Miami-Dade County for second level approvals.	Miami-Dade County
Provide the payment file to Miami-Dade County Accounts Payable (AP) system once the designated Miami-Dade County representative has approved the payments for processing.	Miami-Dade County
Notify Miami-Dade County of missing invoices by email and contact appropriate vendor representatives as maintained by Calero to acquire original or duplicate invoice media.	Calero
Make payments for vendor Invoices through the Miami-Dade County Accounts Payable team.	Miami-Dade County
Review vendor payment activities, trends and discrepancies via the standard reports provided.	Miami-Dade County
Notify Calero of any vendor contract, rate or billing account changes.	Miami-Dade County

Dispute Management Services	Responsibility
Identify disputes with Miami-Dade County vendors.	Miami-Dade County
Schedule monthly meetings to identify vendor invoice discrepancies that are above the defined Miami-Dade County variance threshold.	Miami-Dade County
Pursue the dispute administratively through the vendor's process until the dispute is either denied by the vendor or a credit is applied to Miami-Dade County invoice.	Miami-Dade County
Provide report access on all identified dispute savings.	Miami-Dade County
Participate in Carrier dispute meetings as requested by Calero.	Miami-Dade County

Usage and Chargeback Management Services	Responsibility
Manage call accounting to include: resolve unrated calls that are a result of Miami-Dade Defined maintenance responsibilities, document and keep up to date on extensions (DIDs, non-DIDs, etc.) assigned to each switch.	Miami-Dade County
Configure and monitor the necessary alarms and events for each specified polling site (i.e. define CDR thresholds relative to each site, etc).	Calero
Execute scripts or reports to analyze rating activities, monitor polling operations and daily polling statistics.	Calero
Execute proper notification and escalation of any disruptions.	Calero
Run billing cycles as defined by Miami-Dade County	Miami-Dade County
Upon each monthly release update the master area code and exchange table (V and H) within the Miami-Dade County database that is used for rating.	Calero



Using the PINNACLE application, update the GL Account Assignments for Chargeback to Miami-Dade County internal Accounting system.	Miami-Dade County
Generate and deliver Accounting Batches and Accounting Feeds for Customer General Ledger (G/L) system via FTP or other method as defined by Parties.	Miami-Dade County
Manage all monthly recurring charges (MRC) and one-time charges for internally provisioned services – assign as appropriate to the service owner, remove/add as needed.	Miami-Dade County
Make available files via FTP of all daily raw CDR archive files to comply with archiving requirements.	Miami-Dade County

A. Failure to Meet Milestone

(i) Calero Delay. In the event of a failure to meet a project milestone caused solely by Calero, such delay, as measured in calendar days, shall be added to the Warranty Period. If such a delay extends more than thirty (30) calendar days, Miami-Dade County shall have the right to terminate the Project Plan in accordance with the termination provisions of this Master Agreement.

(ii) County Delay Related to Business Rule Configuration. From time to time throughout the PINNACLE implementation, Calero will consult with Miami-Dade County to solicit decisions on various configuration options based on Miami-Dade County’s business need for a particular function. For any failure to meet a project milestone within ten (10) days of the scheduled delivery date, including without limitation any failure of Miami-Dade County to comply with its obligations hereunder, Miami-Dade County agrees to the following: Calero shall have the right, in its sole but reasonable discretion, (i) to utilize standard setup and configuration delivery options; (ii) to utilize best practices to implement business rules based on Caleros interpretation of Miami-Dade County’s business objectives or (iii) to omit or postpone such project deliverable.

(iii) Miami-Dade County Delay Related to Miami-Dade County Data or other mutually agreed performance by Miami-Dade County. Miami-Dade County will be required to provide site specific data to populate the PINNACLE database that will be used for data modeling and production operations. Miami-Dade County will also be required to fulfill other performance obligations as outlined in the Project Plan, which may include but is not limited to system setup, import data, assessments and testing. For any failure to meet a project milestone within ten (10) days of the scheduled delivery date, including without limitation for any failure of Miami-Dade County to comply with its obligations hereunder, Miami-Dade County agrees that Calero shall have the right to omit or postpone such project deliverable without liability. Miami-Dade County will have the right, through a Project Change Request (“PCR”), to receive training on data loading and data modeling for each functional area.

B. Acceptance Testing of Professional Services

Following completion of each project milestone, Miami-Dade County shall have the right, but not the obligation, to perform its own tests and evaluations to confirm that the deliverables substantially conform to the Calero service specifications described in the Project Plan. Miami-Dade County shall provide to Calero notice of acceptance or rejection of the milestone within five (5) business days of completion. If such acceptance or rejection is not provided within the five (5) business days, that particular milestone will be deemed accepted. If Miami-Dade County provides notice of rejection, such notice shall describe with particularity any material nonconformity with the service specifications. Nonconformities cited based on non-current maintenance versions of the Product will not be accepted unless such nonconformity has not been addressed in the current maintenance release. Following receipt of a notice of rejection, Calero shall devote its commercially reasonable efforts to repair the nonconformity described in the notice for a period not to exceed fifteen (15) business days, after which Miami-Dade County shall have five (5) business days to reevaluate the deliverable. If Calero fails to address the nonconformity within fifteen (15) business days of receipt of notice, Miami-Dade County may exercise one of the following options: (a) Miami-Dade County may extend the time



period for delivery of the corrected deliverable at no additional cost; or (b) Miami-Dade County may terminate the services which are non-conforming within the Project Plan. In the event that Calero supplies corrected deliverables in accordance with this section, that particular milestone will be deemed accepted.