

Purchasing Department

Sam J. Aiello, C.P.M.
Purchasing Agent



City Hall
730 Washington Avenue
Racine, Wisconsin 53403
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Honorable Mayor and the
Members of the Common Council
730 Washington Avenue
Racine, WI 53403

January 29, 2009

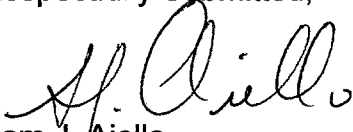
Ladies and Gentlemen:

Official Notice #13, AVAYA TELECOMMUNICATION SYSTEM MAINTENANCE, was opened in the office of the Purchasing Agent at 10:00 A.M. on January 7, 2009.

Bids were received from NACR, Empire Technologies, Strategic Products and Services, and CCC Technologies. The Department of Public Works retained Maron Structure Technologies of Niles, IL to analyze this technical bid on behalf of the City of Racine. Maron Structure Technologies has recommended we award to the low responsive, responsible bidder, NACR, of Franklin, WI. Their bid tabulation and recommendation are attached. The writer and the Department of Public Works concur in this recommendation.

Recommendation: The recommendation is to award Avaya Telecommunication System Maintenance to NACR of Franklin, WI at their bid price of \$29,830.64 per year for a four (4) year term. Funds for this expense are available in account 402.000.5550, Repairs and Maintenance, Telephone.

Respectfully Submitted,


Sam J. Aiello
Purchasing Agent

Cc: Rick Jones
Tom Eeg

January 25, 2009

City of Racine

Thomas M. Eeg
Assistant Commissioner of Public Works / Operation
730 Washington Avenue
Racine, WI 53403

Reference

Official Notice #13
Request for bids for Avaya Telecommunication Systems Maintenance

Recommendations

Based on the RFP analysis conducted by Maron Structure Technologies, it is our recommendations to award the contract to **NACR** for a term of four-years to be paid out on an annual basis to take advantage of the multi-year annual discount. Please see payment schedule listed below.

Pricing Outline	NACR	
	Standard Annually Amount	Annual Prepayment Discount of 4%
Avaya Support (1-Year)	\$ 24,131.52	\$ 24,131.52
Octel Support (1-Year)	\$ 7,603.20	\$ 7,603.20
Maintenance Assist (1-Year)	\$ -	\$ -
Total	\$ 31,734.72	\$ 31,734.72
Discount	0%	0%
Total Investment	\$ 31,734.72	\$ 31,734.72
Avaya Support (2-Year)	\$ 24,131.52	\$ 24,131.52
Octel Support (2-Year)	\$ 7,603.20	\$ 7,603.20
Maintenance Assist (1-Year)	\$ -	\$ -
Total	\$ 31,734.72	\$ 31,734.72
Discount	2%	2%
Total Investment	\$ 31,100.03	\$ 31,100.03
Avaya Support (3-Year)	\$ 24,131.52	\$ 24,131.52
Octel Support (3-Year)	\$ 7,603.20	\$ 7,603.20
Maintenance Assist (1-Year)	\$ -	\$ -
Total	\$ 31,734.72	\$ 31,734.72
Discount	4%	4%
Total Investment	\$ 30,465.33	\$ 30,465.33
Avaya Support (4-Year)	\$ 24,131.52	\$ 24,131.52
Octel Support (4-Year)	\$ 7,603.20	\$ 7,603.20
Maintenance Assist (1-Year)	\$ -	\$ -
Total	\$ 31,734.72	\$ 31,734.72
Discount	6%	6%
Total Investment	\$ 29,830.64	\$ 29,830.64

Not Awarded

Empire Technologies – Pricing too high
Strategic Products and Services (SPS) – Pricing too high
CCC Technologies – Did not provide pricing for Avaya Maintenance Service Permissions (MSP)

Pricing Outline		
Service Level	Standard/Annually Amount	Annual Preparation Discount of 4%
Avaya Support (1-Year)	\$ 24,131.52	\$ 24,131.52
Ocel Support (1-Year)	\$ 7,603.20	\$ 7,603.20
Maintenance Assist (1-Year)	\$ 31,734.72	\$ 31,734.72
Total	\$ 63,469.44	\$ 63,469.44
Discount	0%	0%
Avaya Support (2-Year)	\$ 24,131.52	\$ 24,131.52
Ocel Support (2-Year)	\$ 7,603.20	\$ 7,603.20
Maintenance Assist (2-Year)	\$ 31,734.72	\$ 31,734.72
Total	\$ 63,469.44	\$ 63,469.44
Discount	2%	1%
Avaya Support (3-Year)	\$ 24,131.52	\$ 24,131.52
Ocel Support (3-Year)	\$ 7,603.20	\$ 7,603.20
Maintenance Assist (3-Year)	\$ 31,734.72	\$ 31,734.72
Total	\$ 63,469.44	\$ 63,469.44
Discount	4%	4%
Avaya Support (4-Year)	\$ 24,131.52	\$ 24,131.52
Ocel Support (4-Year)	\$ 7,603.20	\$ 7,603.20
Maintenance Assist (4-Year)	\$ 31,734.72	\$ 31,734.72
Total	\$ 63,469.44	\$ 63,469.44
Discount	6%	6%
Total Investment	\$ 29,830.64	\$ 29,830.64

NACR		
Support Level	Standard/Annually Amount	Provider
Gold	Proposed	NACR
5-min		NACR
2-Hour		NACR
NBD		NACR
Included		NACR
Included		NACR
Included		NACR
Included		NACR
Included		NACR / Sub-Contractors of Avaya Network
Not included		NACR / Avaya
Prior Notification / Included		NACR / Avaya
Included		Contract Lic. w/ Avaya
Included		NACR
Included		NACR
Optional		NACR
Optional		NACR

Empire (No Discount on Maintenance Assist)		
Support Level	Standard/Annually Amount	Provider
Platinum	Proposed	Empire
5-min		Empire
4-Hours		Empire
NBD		Empire
Included		Empire
Included		Empire
Included		Empire
Included		Sub-Contractors of Avaya Network
Included		Empire
Included (Proactive Rec.)		Empire
Included		Empire
Included		Contract Lic. w/ Avaya
Included		Empire
Optional Upon Request		Empire
Optional Upon Request		Empire

SPS		
Support Level	Standard/Annually Amount	Provider
Platinum	Proposed	SPS
5-min		SPS
4-Hours		SPS
NBD		SPS
Included		SPS
Included		SPS
Included		SPS
Included		SPS / Sub-Contractors of Avaya Network
Not included		SPS
Not included		SPS
Ocel Only		Avaya / SPS
Not included		\$ 511,100
Not included		Contract Lic. w/ Avaya
Optional Upon Request		SPS
Optional Upon Request		SPS

CCC		
Support Level	Standard/Annually Amount	Provider
Gold	Proposed	CCC
5-min		CCC
3-Hours		CCC
24-Hours		CCC
Included		CCC
Included		CCC
Included		CCC
Included		CCC
Not included		CCC
Not included		CCC
Not included		T&M
Not included		Avaya / SPS
Not included		Contract Lic. w/ Avaya
Optional Upon Request		Optional
Optional Upon Request		CCC
Optional Upon Request		SPS
Optional Upon Request		SPS

Service Outline		
Partnership Level	Alarm Notification	Major Failure
Full Coverage 24/7	Minor Failure	Part Replacement
	Help Desk 24/7/365	24x7 Monitoring
	Remote Access / 24x7 Monitoring	labor
	Hand Set Replacement	Upgrades / Patches
	PSS Services	Crash Kit
	Maintenance Assist / MSP	Technology Upgrades
	Full Coverage 6/5	Remote / Parts

Support Level		
Gold	Proposed	
5-min		
2-Hour		
NBD		
Included		
Included		
Included		
Included		
Included		
Not included		
Prior Notification / Included		
Included		
Included		
Optional		
Optional		

Support Level		
Platinum	Proposed	
5-min		
4-Hours		
NBD		
Included		
Included		
Included		
Included		
Included		
Included		
Included (Proactive Rec.)		
Included		
Included		
Optional Upon Request		
Optional Upon Request		

Support Level		
Platinum	Proposed	
5-min		
4-Hours		
NBD		
Included		
Included		
Included		
Included		
Included		
Not included		
Not included		
Ocel Only		
Not included		
Not included		
Optional Upon Request		
Optional Upon Request		

Support Level		
Gold	Proposed	
5-min		
3-Hours		
24-Hours		
Included		
Included		
Included		
Included		
Not included		
Not included		
Not included		
Not included		
Optional Upon Request		
Optional Upon Request		
Optional Upon Request		
Optional Upon Request		

Aiello, Sam

From: Eeg, Thomas
Sent: Tuesday, January 27, 2009 7:06 PM
To: Aiello, Sam
Subject: FW: RFP Recomedation
Attachments: City of Racine Recomendations.doc; Bid Review.pdf; Bid Review.xls

Sam:

Here is the letter from Maron Structure Technologies recommending that the agreement be awarded to NACR as the lowest responsible bidder. CCC was a lower bidder on the project, but did not provide the pricing for Avaya Maintenance Service Permission, so their bid was denied because it did not meet the specification requirements.

They further recommended that the agreement be awarded for the 4-year term, which we had as Alternate Bid Items to the 1-year Base Bid, as it did reduce the annual cost by 6% annually.

I would concur with their recommendation and would prefer to see this as a 4-year agreement if possible to bring the annual rate to \$29,830.64 for the 3-year term. I believe our current agreement with Avaya called for annual bills of \$24,175 for the voice and voicemail systems, but we had added a number of IP phone sites which resulted in additional annual service fees in the range of \$3,800 to \$6,800 per year, so this is a comparable cost to our existing agreement and not a large increase that Avaya had first informed us to expect when we renewed the agreement. This agreement does continue to maintain Avaya support, so again, I am in agreement with this award.

I did attach a copy of the Bid Review document (both PDF and Excel) that shows the pricing for the bidders and which parts of the specifications they do and don't comply with including optional services that were not required but were proposed by some of the vendors.

Thomas M. Eeg [<mailto:Thomas.Eeg@cityofracine.org>]
Assistant Commissioner of Public Works / Operations
730 Washington Avenue
Racine, Wisconsin 53403
262-636-9121
262-636-9142 Fax

From: Horwich, Paul [<mailto:phorwich@structure-tech.com>]
Sent: Tuesday, January 27, 2009 6:28 PM
To: Eeg, Thomas
Subject: RFP Recomedation

Hello Tom,

Attached is the recommendation for the RFP.

Let me know if you have any questions.

Paul

Paul D. Horwich | Senior Account Executive
Maron Structure Technologies
3815 North Brookfield Road
Brookfield, WI 53045
<http://www.structure-tech.com>
T (262) 395-1043 | C (414) 324-7752 | F (262) 395-1044
24x7 Service Desk (800) 244 1700
E phorwich@structure-tech.com

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