

PROCUREMENT SUMMARY

TELEPHONE SYSTEM MAINTENANCE / PS51796000

1.	Contract Number: PS51796000	
2.	Recommended Vendor: Scottel Voice & Data, Inc., dba Black Box Network Services	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: May 17, 2018	
	B. Advertised/Publicized: May 17, 2018	
	C. Pre-Proposal Conference: May 24, 2018	
	D. Proposals Due: June 28, 2018	
	E. Pre-Qualification Completed: September 26, 2018	
	F. Conflict of Interest Form Submitted to Ethics: July 2, 2018	
	G. Protest Period End Date: October 23, 2018	
5.	Solicitations Picked up/Downloaded: 14	Bids/Proposals Received: 2
6.	Contract Administrator: Manchi Yi	Telephone Number: (213) 418-3332
7.	Project Manager: Roger Largaespada	Telephone Number: (213) 922-3490

A. Procurement Background

This Board Action is to approve the award of Contract No. PS51796000 to Scottel Voice and Data, Inc. dba Black Box Network Services to provide maintenance, service, and repair of Metro telephone system network. Board approval of contract awards are subject to resolution of any properly submitted protest.

Request for Proposal (RFP) No. PS51796 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price.

No amendment was issued during the solicitation phase of this RFP.

A total of 14 firms downloaded the RFP and were included on the plan holders list. A total of two proposals were received on the due date of June 28, 2018, listed below in alphabetical order:

- Scottel Voice & Data, Inc. dba Black Box Network Services (Black Box)
- VOX Network Solutions (VOX).

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of members representing the Operations and Service Delivery, ITS Administration, and Systems Architecture and Technology Integration departments was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the established pass/fail technical qualification criteria as published in the RFP in order to ensure the recommended firm can support all of Metro's service requirements. The firms that pass the technical qualification with the lowest price will be awarded the contract. The pass/fail criteria are listed below:

1. The Proposer shall provide proof in form of a Letter of Agreement, or similar document, between the Proposer and Nortel/Avaya Networks stating that the Proposer is an authorized Nortel/Avaya Networks 3C Service Performance Partner. The Nortel/Avaya Networks 3C Service Performance Program officially recognizes the expertise of distributors who offer the highest level of support by certifying their Competency, Capacity and Capability, while supporting their efforts to improve quality. The 3C Service Performance Program gives customers the assurance that certified service providers have a service and support organization designed around meeting the customer's business needs by focusing on the 3C's.
2. If any Sub-Contractors will be employed on this contract, the Proposer shall provide proof in form of a Letter of Agreement, or similar document, between the Sub-Contractor and Nortel/Avaya Networks stating that the Sub-Contractor is an authorized Nortel/Avaya Networks Partner.
3. The Proposer shall have the ability to provide maintenance and service to all LACMTA's Nortel Networks (Nortel/Avaya) PBXs and all CISCO Call Manager VoIP Telephone Systems including Servers associated with each system.
4. The Proposer shall have the ability to support all of LACMTA's existing telephone systems such as Nortel/Avaya PBXs, VoIP CISCO phone systems and Call Managers, including new upgrade/converting Nortel/Avaya telephone systems to VoIP telephone systems.
5. The Proposer may sub-contract for, or be a CISCO Gold Certified Partner and be designated at no less than at the advance Unified Communications Specialization Partnership level.
6. The Engineer and Professional Services personnel must have a Bachelor degree in IT or related field, experience, or equivalent combination of education and 5+ years' experience in Telecom. In-depth knowledge of Telecommunication systems and a clear understanding of Nortel/Avaya PBX network architecture. They must have a detailed knowledge of the voice network planning, design, acquisition, and implementation. Have experience with leading brands of most common voice communication equipment including PBX, Automatic Call Distributor (ACD), Interactive Voice Response (IVR), voice mail systems, reporting systems, Nortel to VoIP conversion, and video conferencing.

Of the two proposals received, Black Box’s proposal was determined to be technically acceptable and the cost proposal was opened. Black Box was chosen as the most technically qualified firm.

VOX’s proposal was determined to be not technically acceptable because it did not include a technical proposal for the CISCO VoIP maintenance which was a requirement in the RFP. As a result, VOX was not included for further consideration.

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon technical evaluation, fact finding, price analysis, and negotiations.

Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
Scottel Voice & Data, Inc. d/b/a Black Box Network Services	\$4,836,786	\$2,848,650 *	\$3,617,738

*The initial Independent Cost Estimate (ICE) was based on the Nortel and CISCO VoIP basic maintenance services. The ICE for the CISCO VoIP maintenance did not include additional cost for migrating network software such as TelStrat Portfolio, Diagenix, Audio Codes, Innova, and Calabrio support. Therefore, the ICE is lower than the negotiated amount.

D. Background on Recommended Contractor

The recommended firm, Black Box, is located in Eden Prairie, Minnesota, with 200 offices serving 150 countries, including a location in Los Angeles, California. Black Box has been in business for over 40 years. The firm provides comprehensive communications and infrastructure solutions services. Black Box’s centralized support resources and field service personnel have an average of more than 14 years of experience. Additionally, Black Box is the incumbent of the current contract and has worked with Metro for the past seven years and has performed satisfactorily.