

**Board Report**

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**File #:** 2018-0609, **File Type:** Contract**Agenda Number:** 25.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
OCTOBER 18, 2018****SUBJECT: TELEPHONE SYSTEM MAINTENANCE****ACTION: CONTRACT AWARD****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. PS51796000 for telephone system maintenance, service, and repair to Scottel Voice & Data, Inc., dba Black Box Network Services, for a not-to-exceed amount of \$1,521,764 for the three-year base period effective November 1, 2018, plus \$1,037,075 for the first two-year option, and \$1,058,899 for the second two-year option, inclusive of sales tax, for a combined total not-to-exceed amount of \$3,617,738, subject to resolution of protest(s), if any.

**ISSUE**

The current contract expires on October 31, 2018. The services of a qualified contractor are required to provide maintenance and repair services for the Metro owned legacy NORTEL Networks (NORTEL) telephone systems and Cisco Network VoIP telephone equipment.

**BACKGROUND**

These telephone systems provide telephone service at Metro Headquarters, Central Maintenance Facility (CMF), Bus/Rail operating divisions, Metro Red Line Stations, and other Metro support facilities. Maintenance, service, and repair of the telephones systems must be performed by NORTEL and Cisco certified engineers and technicians. Although Metro technicians perform basic maintenance and repair on the NORTEL telephone system, they are not certified to perform the higher levels of maintenance and repair required for the major components. Also, it is not economical for Metro to maintain the extensive inventory of replacement parts necessary to keep the telephone system operational. Therefore, Metro has historically contracted with a qualified service provider.

**DISCUSSION**

Metro operates six major Rail Lines, Bus Operating Divisions, Facilities Maintenance locations, and the Metro Headquarters. The telephone maintenance contract will provide maintenance and

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installation service to all telephone systems Nortel/Avaya, and Cisco VoIP, and call center equipment.

The proposals were due June 28, 2018. Evaluations were conducted in July with clarifications and negotiations leading into August. Staff requested further detail breakdown of the cost elements provided by Scottel Voice & Data, Inc. dba Black Box Network Services in order to better analyze the reasonableness of the proposed costs. Final negotiations were completed the first week of September.

This maintenance contract will ensure voice network connectivity to maintain an agency wide customer and employee safety environment. In addition, this contract will provide technical and engineering support for future Nortel/Avaya legacy equipment conversion to Cisco VoIP network system. This contract will prepare Metro for future state of the art communications systems.

### **DETERMINATION OF SAFETY IMPACT**

Making available a telephone maintenance provider will strengthen employees and public safety, while ensuring the security and movement of people throughout Metro Transportation network. Metro's telephone communications network is a major support system in providing public safety.

### **FINANCIAL IMPACT**

The annual funding of \$516,819 for this service is included in the FY19 budget in cost center 9220, ITS Operations, under project number 100001, General Overhead, 01.01 Contract Maintenance Services. Since this is a multi-year contract, the Chief Information Technology Officer will be accountable for budgeting the cost in the future years, including any option exercised.

#### **Impact to Budget**

This service is funded via Metro's federally approved indirect cost allocation plan and includes sales tax, fares and grant funds. No other sources of funds were considered because this service is used enterprise-wide.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommended contract award supports **Metro Vision 2028 Strategic Goal 2: Metro will foster and maintain a strong safety culture.** The telephone system maintenance contract will improve the ongoing commitment to safety culture as well as to continue to enhance and support programs designed to address workplace safety and security throughout the agency.

### **ALTERNATIVES CONSIDERED**

The alternative of not awarding the contract would be to shift the responsibility for repair and maintenance of the entire telephone system to Metro staff. This would require Metro to train and obtain NORTEL and Cisco certification for existing staff, hire a minimum of two additional

NORTEL/Cisco Network Engineers and two additional NORTEL/Cisco trained technicians. Metro would need to maintain an extensive inventory of replacement parts. The expense to bring repair and maintenance of the telephone system in house would substantially exceed the cost to retain a service provider.

### **NEXT STEPS**

Upon approval of the Board, staff will execute Contract No. PS51796000 with Scottel Voice & Data, Inc. dba Black Box Network Services for Metro telephone systems maintenance, service and repair.

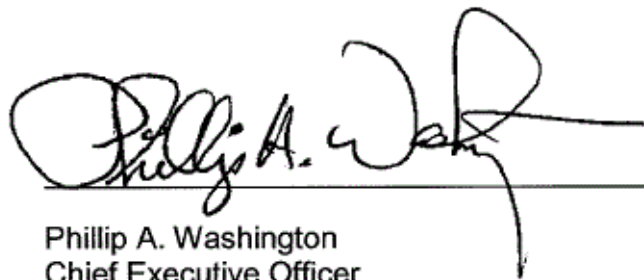
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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