



Fulton County Board of Commissioners
Agenda Item Summary

20-0696

BOC Meeting Date
 10/7/2020

Requesting Agency

Information Technology

Commission Districts Affected

All Districts

Requested Action *(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)*

Request approval to renew existing contracts - Fulton County Information Technology Department RFP#19RFP114474B-BR, Digital Multi-functional Devices and Support Services in the amount of \$1,100,000.00 with Standard Office Systems of Atlanta, Inc. (Duluth, GA) to provide maintenance, supplies, support services, and software and associated hardware for all multi-function devices county wide. This is the second of four renewal options. Effective dates: January 1, 2021 through December 31, 2021.

Requirement for Board Action *(Cite specific Board policy, statute or code requirement)*

In accordance with Purchasing Code Section 102-394(6), the Purchasing Department shall present all renewal requests to the Board of Commissioners at least 90 days prior to the contract renewal date or 60 days if the contract term is six (6) months or less.

Is this Item related to a Strategic Priority Area? *(If yes, note strategic priority area below)*

Yes Open and Responsible Government

Is this a purchasing item?

Yes

Summary & Background

(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)

Scope of Work: The Fulton County Information Technology Department request approval to renew the existing contract for the County's multi-function devices provider that facilitates scanning, printing, and faxing capabilities for the county. These systems have software for handling printing requests for Library patrons. Cost efficiencies will be achieved from technology improvements by lower power consumption, and more efficient software tools. The vendor will provide support resources in addition to providing training and technical assistance. The vendor replaces and recycles all toner cartridges; provides maintenance support to the Government Center, Justice Center, and all remote County locations; on-site billing; on-site training support and software to track departmental usage for cost allocation.

Community Impact: The patrons at Libraries will continue to have printing, copying, fax and scanning capabilities at all locations.

Department Recommendation: The Information Technology Department recommends approval.

Project Implications: Provides a critical office operational support function in the operation of County

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker	Phone 404-612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

Government.

Community Issues/Concerns: None.

Department Issues/Concerns: None.

History of BOC Agenda Item:

CURRENT CONTRACT HISTORY	BOC ITEM	DATE	AMOUNT
Original Award Amount	19-0269	04/17/19	\$898,148.00
Renewal No. 1	19-0779	10/2/19	\$1,100,000.00
Renewal No. 2			\$1,100,000.00
Total Revised Amount			\$3,098,148.00

Contract & Compliance Information	<i>(Provide Contractor and Subcontractor details.)</i>
--	--

Contract Value: \$1,100,000.00
Prime Vendor: Standard Office System/Metro Records Mgmt. JV (69/31)
Prime Status: Standard Office System-Non MBE JV Partner- \$500,940.00
Metro Records Mgmt. – Certified AAFBE JV Partner- \$225,060.00
Location: Duluth, GA
County: Gwinnett County
Prime Value: \$726,000.00 or 66.00%

Subcontractor: Metro Records Management
Subcontractor Status: African American Female Business Enterprise-Certified
Location: Decatur, GA
County: Dekalb County
Contract Value: \$374,000.00 or 34.00%

Total Contract Value: \$1,100,000.00 or 100.00%
Total M/FBE Value: \$599,060.00 or 54.46%

Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:				
No. Bids Received:				

Total Contract Value	\$1,100,000.00 or 100.00%
Total M/FBE Values	\$599,060.00 or 54.46%
Total Prime Value	\$726,000.00 or 66.00%

Fiscal Impact / Funding Source *(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)*
 700-220-2205-1705 – Internal Server Fund, Information Technology, IT Management, Copying Charges, \$1,100,000.00

Exhibits Attached *(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)*
 Exhibit 1: Contract Renewal Agreement Form No. 2
 Exhibit 2: Contractor Renewal Evaluation Form No. 2
 Exhibit 3: Contractor Performance Report

Source of Additional Information *(Type Name, Title, Agency and Phone)*
 Glenn Melendez, CIO, Information Technology, (404) 612-0192

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker	Phone 404-612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

Procurement

Contract Attached: No	Previous Contracts: Yes		
Solicitation Number: 19RFP114474B-BR Digital Multifunctional Devices and Support Services	Submitting Agency: Information Technology	Staff Contact: Glenn Melendez	Contact Phone: (404) 612-0192

Description: to provide maintenance, supplies, support services, and software and associated hardware for all multi-function devices county wide.

FINANCIAL SUMMARY

Total Contract Value:	MBE/FBE Participation:
Original Approved Amount: \$898,148.00	Amount: . %: .
Previous Adjustments: \$1,100,000.00	Amount: . %: .
This Request: \$1,100,000.00	Amount: \$599,060.00 54.46%: .
TOTAL: \$3,098,148.00	Amount: . %: .

Grant Information Summary:

Amount Requested: .	<input type="checkbox"/>	Cash
Match Required: .	<input type="checkbox"/>	In-Kind
Start Date: .	<input type="checkbox"/>	Approval to Award
End Date: .	<input type="checkbox"/>	Apply & Accept
Match Account \$: .		

Funding Line 1: 700-220-2205-1705	Funding Line 2: .	Funding Line 3: .	Funding Line 4: .
---	-----------------------------	-----------------------------	-----------------------------

KEY CONTRACT TERMS

Start Date: 1/1/2021	End Date: 12/31/2021
Cost Adjustment: \$1,100,000.00	Renewal/Extension Terms: 2 of 4 Renewal Options

ROUTING & APPROVALS
(Do not edit below this line)

X	Originating Department:	Melendez, Glenn	Date: 9/2/2020
X	County Attorney:	Ringer, Cheryl	Date: 9/10/2020
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 9/17/2020
X	Finance/Budget Analyst/Grants Admin:	Stewart, Hugh	Date: 9/3/2020
.	Grants Management:	.	Date: .
X	County Manager:	Gillespie, Alana	Date: 9/18/2020

SIGNATURES:

Vendor agrees to accept the renewal option and abide by the terms and conditions set forth in the contract and specifications for Bid/RFP# _____

(Person signing must have signature authority for the company/corporation)

NAME: _____ (Print)
(CEO, President, Vice President)

VENDOR'S SIGNATURE: _____ DATE: _____

ATTEST:

NOTARY PUBLIC: _____

TITLE: _____ COUNTY: _____

SEAL (Affix) MY COMMISSION EXPIRES: _____

FULTON COUNTY, GEORGIA

ROBERT L. PITTS, CHAIRMAN
FULTON COUNTY BOARD OF COMMISSIONERS
DATE: _____

ATTEST:

TONYA R. GRIER
CHIEF DEPUTY CLERK TO THE COMMISSION
DATE: _____

SEAL (Affix)

DEPARTMENT AUTHORIZES RENEWAL OPTION ON THE AFOREMENTIONED BID/RFP:

DEPARTMENT HEAD: Glenn Melendez (Print)

DEPARTMENT HEAD SIGNATURE: _____ DATE _____

ITEM#: _____	RCS: _____	ITEM#: _____	RM: _____
RECESS MEETING		REGULAR MEETING	

Contract Renewal Evaluation Form

Date:	August 11, 2020
Department:	INFORMATION TECHNOLOGY
Contract Number:	19RFP114474BBR
Contract Title:	Digital Multi-functional Devices and Support Services

Instructions:

It is extremely important that every contract be rigidly scrutinized to determine if the contract provides the County with value. Each renewal shall be reviewed and answers provided to determine whether services should be maintained, services/scope reduced, services brought in-house or if the contract should be terminated. Please submit a completed copy of this form with all renewal requests.

1. Describe what efforts were made to reduce the scope and cost of this contract.

The contract is reviewed for need a routine bases. The cost for the devices offered in the contract are consistent. Analysis of Departmental inventory and use of Multi-Functional devices are reviewed and adjusted as needed. Equipment and services are suspended through the life of the renewals to ensure that the County is out of Scope and/or over Budget.

2. Describe the analysis you made to determine if the current prices for this good or service is reflective of the current market. Check all applicable statements and provide documentation:

Internet search of pricing for same product or service:

	Date of search:	Click here to enter a date.
	Price found:	Click here to enter text.
	Different features / Conditions:	Click here to enter text.
	Percent difference between internet price and renewal price:	Click here to enter text.

Explanation / Notes:

The Multi-Functional Device (MFD) service contract was solicited via a competitive Request for Proposal. Responsive Bidders were evaluated on cost, scope, local preference, service level agreement, professional services/staff, etc. There was a committee formed to evaluate each proposal and the contract was awarded based on scoring.

Click here to enter text.

5. Is this a seasonal item or service? Yes No

6. Has an analysis been conducted to determine if this service can be performed in-house? Yes No If yes, attach the analysis.

7. What would be the impact on your department if this contract was not approved?

The County would not be offer Multi-Functional Services Devices to the County which are used for printing, copying, scanning and faxing. Not approving this contract would cause a negative impact to all County Agencies to include Public Safety, Health, Library and Courts.

Chiquita S. Barnswell

August 11, 2020

Prepared by

Date

Click here to enter text.

Click here to enter a date.

Department Head

Date

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/1/2019	8/12/2020	1/1/2020	12/31/2020
PO Number			PO Date
MA 220 2019COPIE...			
Department	<u>Information Technology</u>		
Bid Number	19RFP114474BBR		
Service Commodity	Digital Multi-functional Devices and Support Services		
Contractor	Standard Office Systems		

0 = Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
1 = Poor	<i>Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.</i>
2 = Satisfactory	<i>Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.</i>
3 = Good	<i>Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.</i>
4 = Excellent	<i>Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.</i>

1. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

0
 1
 2
 3
 4

Standard Office Systems (SOS) has been in compliance and have exceeded the agreed upon and executed contract. Reports are provided promptly as requested and any/all clarifications are provided immediately. The vendor is proactive in anticipating the needs of the County to include training, network configurations and technical

2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

Comments:

0
 1
 2
 3
 4

SOS is very active in providing quality solutions to the County. The vendor has a 99% uptime rate and addresses any outages in a timely manner. The vendor is also amenable to the County changes in business needs and quickly obliges in a positive manner without additional cost or fees.

3. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

0
 1
 2
 3
 4

SOS exceeds the County Service Level Agreements. The vendor has onsite staff available to quickly address issues submitted by Countywide staff. SOS has provided dedicated staff for both onsite and remote locations. The staff meets and exceeds Service Level Agreements.

4. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

20-0696

1
 2
 3
 4

esses issues in a manner that exceeds the County expectations. The billing is consistent and includes accurate invoicing. Invoices are submitted in a timely manner and staff are available to provide explanation if needed to include format changes requested by Fulton County.

5. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

0
 1
 2
 3
 4

Comments:
Standard Office Systems (SOS) has onsite technicians/contractor onsite to address all needs associated with the contract. The team is available during business hours and for after hour support for troubleshooting major issues and migrations as needed.

Overall Performance Rating:

Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No) <input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by:	<input type="text" value="Chiquita.Barnswell"/>
---	----------------------	---

Department Head Name	Department Head Signature	Date
		<input type="text" value="8/12/2020"/>

