

**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

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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.

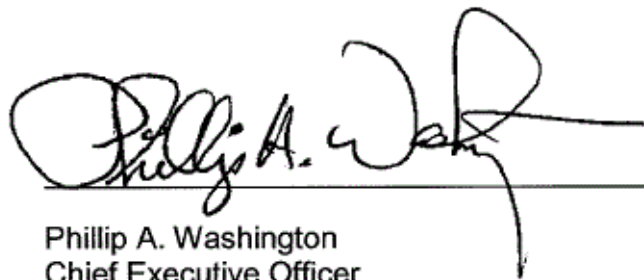
**ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

## TELEPHONE SYSTEM MAINTENANCE / PS51796000

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

<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
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.

DEOD SUMMARY

TELEPHONE SYSTEM MAINTENANCE / PS51796000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this solicitation, which requires that the contractor must be an authorized Nortel/Avaya Networks 3C service performance partner. A subsequent market survey conducted by the Contract Administrator/Project Manager revealed that there were no certified firms meeting the minimum qualifications. Scottel Voice & Data, Inc., dba Black Box Network Services did not make a DBE commitment.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy is not applicable to this Contract.

**C. Prevailing Wage Applicability**

Prevailing Wage requirements are applicable to this project. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

**D. Project Labor Agreement/Construction Careers Policy**

Project Labor Agreement/Construction Careers Policy (PLA/CCP) is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.