

July 2015 State Wide Contracts (SWC)

SWC#	Edison Contract #s)	SWC Name	Main Agency Users	Vendor Name(s)	Estimated Annual \$ Volume	Contract Start Date	System Expiration Date	Request Type	Notes
303	44534	Equipment Maintenance Management Service	Health, Agriculture, Treasury	Specialty Underwriters LLC	\$456,859	1/28/2015	1/27/2018	Other	Amendment
387	37896	Managed Service Provider	Finance & Administration, Human Services, Mental Health & Substance Abuse Services, Children's Services, Intellectual & Developmental Disabilities, Correction	Guidesoft d/b/a Knowledge Services	\$25,905,299	8/1/2013	7/31/2016	Other	Amendment
319	33973	Satellite Communication Services	Safety & Homeland Security, Military, Health	Network Innovations Government Services, Inc.	\$100,000	10/1/2012	9/30/2015	Other	Amendment
433	43065	Digital Hybrid Key Telephone Systems	Finance & Administration, Transportation, Safety & Homeland Security, Correction	Blackbox Network Services, Inc.	\$450,000	9/1/2014	8/31/2015	Renewal	
103	33923, 37185, 37189, 37190	Lock Replacements and Parts	Correction, Military, Transportation, Children's Services, General Services	Stanley Security Solutions, Martin (dba Townsend Systems), Bass Security Services Inc, Wm S Trimble Co Inc	\$645,000	10/1/2012	9/30/2015	Other	Renewal and Amendment
411	46567	Web-Based Help Desk Software	Revenue, Labor & Workforce Development	Zendesk, Inc.	\$3,032,771	8/26/2015	8/25/2016	Other	Sole Source

SWC#303 – Equipment Maintenance Management Services – Edison #44534

Contract Start Date: January 28, 2015

System Expiration Date: January 27, 2018

Estimated Annual Volume: \$456,858.56

Spend to Date: \$308,740 (January 28, 2015-May 31, 2015)

Background: This contract is for the management of equipment maintenance agreements. The Equipment Maintenance Management Service (EMMS) vendor serves as a single point of contact to manage maintenance agreements on an agency's equipment. The EMMS vendor coordinates with Service Providers who perform maintenance work. The contract covers equipment maintenance agreements for communication, IT, office automation, security, postage & mailing, laboratory, and surgical equipment at 17-35% off of the Service Provider's quote. The original procurement was done as an RFP.

Request: This amendment will allow other States and entities from outside the State of Tennessee to utilize this contract. The amendment will also establish a 1% administrative fee the State will receive from the Contractor when the other States and entities use the contract.

Competitively Procured: Yes

of Invitations Sent: 5

of Bids Received: 2

Vendor Name and Location:

Specialty Underwriters LLC
9667 S. 20th Street
Oak Creek, WI 53154

Main User Agencies: Health, Agriculture, Treasury

Contract Line Items: 8

Line Number	Line Description
1	Office Equipment, Tier 1 Minimum Discount, 35% off
2	Laboratory/Medical Equipment, Tier 1 Minimum Discount, 32% off
3	Information Technology Equipment, Tier 1 Minimum Discount, 35% off
4	Communications Equipment, Tier 1 Minimum Discount, 35% off
5	Office Equipment, Tier 2 Minimum Discount, 20% off
6	Laboratory/Medical Equipment, Tier 2 Minimum Discount, 17% off
7	Information Technology Equipment, Tier 2 Minimum Discount, 25% off
8	Communications Equipment, Tier 2 Minimum Discount, 25% off

SWC#387 – Managed Service Provider – Edison #37896

Contract Start Date: August 01, 2013

System Expiration Date: July 31, 2016

Estimated Annual Volume: \$25,905,299.28

Spend to Date: \$46,139,385 (October 21, 2013-June 11, 2015)

Background: This contract established a Managed Service Provider (MSP) to manage all of the State's temporary and contract labor. An MSP takes on responsibility of managing an organization's contingent workforce program by sourcing the workforce and ensuring rates/fee structures are market competitive. The original procurement was done as an RFP.

Request: This amendment will allow other States and entities from outside the State of Tennessee to utilize this contract. The amendment will also allow the State to receive an administrative fee from states that choose to utilize this contract. The administrative fee will be negotiated with each state on a case by case basis and paid by the vendor.

Competitively Procured: Yes

of Invitations Sent: 282

of Bids Received: 11

Vendor Name and Location:

Guidesoft d/b/a Knowledge Services
5875 Castle Creek Parkway, Suite 400
Indianapolis, IN 46250

Main User Agencies: Finance & Administration, Human Services, Mental Health & Substance Abuse Services, Children's Services, Health, Intellectual & Developmental Disabilities, and Correction

Contract Line Items: 356

Line item details are available upon request due to number of line items.

SWC# 319 – Satellite Communication Services - Edison #: 33973

Contract Start Date: October 1, 2012

System Expiration Date: September 30, 2015

Estimated Annual Volume: \$100,000.00

Spend to Date: \$89,094.00 (October 1, 2013 - May 29, 2015)

Background: This was a sole source contract with LightSquared. LightSquared underwent a bankruptcy reorganization that resulted in the customer services portion of the company being sold to Network Innovations. Network Innovations assumed responsibility for the contract with the State of Tennessee. The contract provides for satellite connection services for emergency interoperability between multiple state agencies.

Request: To amend to extend the contract with Network Innovations for an additional fourteen months until November 30, 2016 to co-terminate with the satellite hardware statewide contract # 308.

Competitively Procured: No

of Invitations Sent: 1

of Bids Received: 1

Vendor Name and Location:

Network Innovations Government Services, Inc
4950 West Prospect Road
Fort Lauderdale, FL 33309

Main User Agencies: Safety & Homeland Security, Military, and Health

Contract Line Items: 9

Type ID	Description
1000129704	AIRTIME/ACCESS, TELEPHONE COMMUNICATIONS SERVICES ACCESS TO PUBLIC SWITCHED NETWORK VIA RADIO TYPE TELEPHONE HANDSET USING SATELLITE SWITCHING AND RELAY
1000129705	SATELLITE TELEPHONE, ACCESS FEE, PER UNIT, PER MONTH INCLUDING 30 FREE MINUTES PER MONTH PER UNIT
1000129706	SATELLITE TELEPHONE RADIO DISPATCH, ACCESS FEE, PER UNIT PER MONTH
1000129707	RADIO DISPATCH, ADDITIONAL TALK GROUP, PER TALK GROUP, PER MONTH
1000129708	SET-UP FEE, RADIO DISPATCH ADDITIONAL, TALK GROUP
1000129709	RADIO DISPATCH, TALK GROUP, PRIVATE TALK, PER TALK GROUP, PER MONTH
1000129710	E-911 SERVICE FEE, PER UNIT PER MONTH

1000129716	SET-UP FEE, RADIO DISPATCH TALK GROUP, PRIVATE TALK
1000129717	SATELLITE TELEPHONE DEVICES ACTIVATION, FEE PER UNIT

SWC# 433 – Digital Hybrid Key Telephone Systems - Edison #: 43065

Contract Start Date: September 1, 2014

System Expiration Date: August 31, 2018

Estimated Annual Volume: \$450,000.00

Spend to Date: \$384,445.93 (September 1, 2014- June 18, 2015)

Background: This contract was procured as a proprietary contract as Blackbox Network Services is the only vendor capable of providing the proprietary parts for Verticalwave (Comdial) premise based telephone systems. These telephone systems are legacy systems and will not be converted to the new State standard of Internet Protocol Technology (IPT).

Request: Renewal

Competitively Procured: No

of Invitations Sent: 1

of Bids Received: 1

Vendor Name and Location:

Blackbox Network Systems, Inc.
148 Park South Ct.
Nashville, Tennessee 37210

Main User Agencies: Finance & Administration - Office for Information Resources, Transportation, Correction, Comptroller of the Treasury, Commerce & Insurance.

Contract Line Items: 12

1000124768	Telephone Digital Key Hybrid System, Additional Training, Hourly Labor Rate
1000124773	Telephone Digital Key Hybrid System, Cable Install Per EACH 100 Foot Cable Run
1000166484	Telephone Digital Key Hybrid System, Initial Training Bundle, 15 Hours, with documentation
1000166485	Telephone Digital Key Hybrid System, Eastern Grand Division Hourly Labor Rate, Normal Business Hours
1000166486	Telephone Digital Key Hybrid System, Eastern Grand Division Hourly Labor Rate, After Normal Business Hours
1000166487	Telephone Digital Key Hybrid System, Eastern Grand Division Hourly Labor Rate, Weekends and Holidays
1000166488	Telephone Digital Key Hybrid System, Middle Grand Division Hourly Labor Rate Normal Business Hours
1000166489	Telephone Digital Key Hybrid System, Middle Grand Division, Hourly Labor Rate, After Normal Business Hours
1000166490	Telephone Digital Key Hybrid System, Middle Grand Division Hourly Labor Rate, Weekends and Holidays
1000166491	Telephone Digital Key Hybrid System, Western Grand Division Hourly Labor Rate, During Normal Business Hours
1000166492	Telephone Digital Key Hybrid System, Western Grand Division Hourly Labor Rate, After Normal Business Hours
1000166493	Telephone Digital Key Hybrid System, Western Grand Division Hourly Labor Rate, Weekends and Holidays

SWC# 103 – Lock Replacements and Parts - Edison #: 33923, 37185, 37189, 37190

Contract Start Date: October 1, 2012

System Expiration Date: September 30, 2015

Estimated Annual Volume: \$645,000.00

Spend to Date: \$729,452.65 (October 1, 2012 thru May 31, 2015)

Background: This contract was originally awarded as sole source to Stanley Security Solutions with a start date of October 1, 2012. Effective as of June 1, 2013, Stanley Security Solution was approved to have three distributors. Each distributor would cover certain counties within the State of Tennessee. The contract includes a discount from catalog for items such as Best locks, replacement parts, door closers and exit devices.

Request: To execute the final contract renewal and add a second Middle Tennessee distributor, Isenhour Door Products, Inc., 2910 Kraft Drive, Nashville, TN 37204.

Competitively Procured: No – Sole Source

of Invitations Sent: 1

of Bids Received: 1

Vendor Name and Location:

Stanley Security Solutions
3413 Sam Houston Pkwy W Ste 200
Houston, TN 77085

Martin (dba Townsend Systems)
PO Box 219
Sheffield, AL 35660

Bass Security Services Inc,
26701 Richmond Rd
Bedford Heights, OH 44146

Wm S Trimble Co Inc
PO Box 154
Knoxville, TN 37901

Main User Agencies: Correction, Military, Transportation, Children's Services, General Services

Contract Line Items: 12 - 3 Lines per Contract

1. Hourly rate for installation of locks, replacement parts, door closers, and exit devices
2. Travel mileage, actual driving mileage from vendor's main location to the job site and back, for one person
3. Discount from catalog and price lists 63BSTSC and 63PHISC dated 04/09/2015 = 43.58%

SWC# 411 – Web-Based Help Desk Software - Edison #: 46567

Contract Start Date: August 26, 2015

System Expiration Date: August 25, 2016

Estimated Annual Volume: \$3,032,771.00

Spend to Date: N/A

Background: This sole-source statewide contract will provide a Software-as-a-Service Customer Service Tool that can be utilized by all state agencies. This solution is currently being utilized by two agencies, Revenue and Labor & Workforce Development. Upon the execution of this Statewide, the two existing user agency licenses will be consolidated into the Statewide Contract.

Request: To establish a sole-source statewide contract with a one year initial term with three annual renewal options.

Competitively Procured: No

of Invitations Sent: 1

of Bids Received: 1

Vendor Name and Location:

Zendesk, Inc.
1019 Market Street
San Francisco, CA 94103

Main User Agencies: Revenue and Labor & Workforce Development

Contract Line Items: 20 line items. Line item detail available upon request due to number of line items.

Type ID	Description
	One (1) Year Zendesk Enterprise Plan Subscription, Tier 1 (1-300 aggregate users)
	Two (2) Year Zendesk Enterprise Plan Subscription, Tier 1 (1-300 aggregate users)
	Three (3) Year Zendesk Enterprise Plan Subscription, Tier 1 (1-300 aggregate users)
	One (1) Year Zendesk Enterprise Plan Subscription, Tier 2 (301-499 aggregate users)
	Two (2) Year Zendesk Enterprise Plan Subscription, Tier 2 (301-499 aggregate users)
	Three (3) Year Zendesk Enterprise Plan Subscription, Tier 2 (301-499 aggregate users)
	One (1) Year Zendesk Enterprise Plan Subscription, Tier 3 (500+ aggregate users)
	Two (2) Year Zendesk Enterprise Plan Subscription, Tier 3 (500+ aggregate users)
	Three (3) Year Zendesk Enterprise Plan Subscription, Tier 3 (500+ aggregate users)
	One (1) Year Zendesk Enterprise Elite Plan Subscription, Tier 1 (1-300 aggregate users)
	Two (2) Year Zendesk Enterprise Elite Plan Subscription, Tier 1 (1-300 aggregate users)
	Three (3) Year Zendesk Enterprise Elite Plan Subscription, Tier 1 (1-300 aggregate users)
	One (1) Year Zendesk Enterprise Elite Plan Subscription, Tier 2 (301-499 aggregate users)
	Two (2) Year Zendesk Enterprise Elite Plan Subscription, Tier 2 (301-499 aggregate users)

	Three (3) Year Zendesk Enterprise Elite Plan Subscription, Tier 2 (301-499 aggregate users)
	One (1) Year Zendesk Enterprise Elite Plan Subscription, Tier 3 (500+ aggregate users)
	Two (2) Year Zendesk Enterprise Elite Plan Subscription, Tier 3 (500+ aggregate users)
	Three (3) Year Zendesk Enterprise Elite Plan Subscription, Tier 3 (500+ aggregate users)
	Annual Zopim Live Chat Subscription
	Block Purchase of 60,000 minutes for Zendesk Voice