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# City of Jacksonville, Florida

*Procurement Award Form (PAF)*

**Part 1 – Form Type:** JPAC 126.204 (a) New Award, Renewals, Waive Technical Defects, Price Increases, NTE Increases.

Goods and/or Services: Call Center Recording Replacement

**Requested Action and Justification:**

Recommend approval to utilize the one (1) and only renewal option with Netsync Network Solutions, Inc. for Call Center Recording Replacement in the amount of $44,688.00. Total not-to-exceed expenditure will be $147,635.36. Period of service will be from September 28, 2026, through September 27, 2027.

This award will be executed by increase to POA-70793-23 and processed via Purchase Order.

This award is subject to appropriation by the City in the fiscal year beginning October 1, 2026. No funds have been appropriated to date. The City has no obligation for payment and works hereunder is not authorized unless funds are appropriated for the work herein. A written notification will be provided if funds are appropriated.

| | | | | | |
|---|---|---|---|---|---|
| **Supplier:** | Netsync Network Solutions, Inc. | **Basis of Award:** | LPTA | **BID Opening Date:** | 09/13/2023 |

| | | | | | |
|---|---|---|---|---|---|
| **POA #:** | 70793-23 | **PO #:** | TBD | **Change Order #:** | N/A |
| **Solicitation #:** | ITB SC-0437 23 | **Contract #:** | N/A | **Contract ADM #:** | N/A |
| **Term:** | 3 years | **Options:** | 1, one-year | **Options Used:** | 0 |

| | | | |
|---|---|---|---|
| **Federally Funded:** | No | **JSEB Rec:** | Encouragement |
| **Licenses Verified:** | N/A | **JSEB %:** | 0 |
| **Bonds Required:** | No | **Bonds Waived Pursuant To:** | N/A |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Fund:** | 53101 | **Center:** | 113001 | **Acct:** | 541020 | **Proj:** | 000000 | **Activity:** | 00000000 | $ 44,688.00 |
| **Fund:** | | **Center:** | | **Acct:** | | **Proj:** | | **Activity:** | | $ |
| **Fund:** | | **Center:** | | **Acct:** | | **Proj:** | | **Activity:** | | $ |

| | | | | | |
|---|---|---|---|---|---|
| **New NTE/GMP:** | $ 147,635.36 | **Contingent Amt:** | $ 0.00 | **DMP/ODPO Amt:** | $ 0.00 |

| | | | | |
|---|---|---|---|---|
| **Using Agency/BU:** | TSOD:OFFICE OF THE DIRECTOR | | | |
| **Concurrence:** | Signed by: Elizabeth Bowman 48B0805D44554E9... | **Title:** | ASST INFO TECH OFFICER - TECHNOLOGY INFRASTRUCTURE MANAGER | 8/18/2026 |
| **Concurrence:** | Signed by: Riley Hammett E0CD46518234 4D5... | **Title:** | INFO TECH ANALYST - SENIOR FINANCE AND BILLING ADMINISTRATOR | 8/19/2026 |
| **Concurrence:** | Signed by: Kendrick Wanyonyi F3E522F095434F5... | **Title:** | DIRECTOR OF TECHNOLOGY SOLUTIONS | 8/19/2026 |
| **Concurrence:** | | **Title:** | | |

| | | | | |
|---|---|---|---|---|
| **Procurement Analyst/Buyer:** | Signed by: Barnett, Renata E5139E2DE91E477... | **Chief of Procurement:** | Signed by: B10F1D517352456... | 8/24/2026 |
| **Name:** | Barnett, Renata | **Name:** | Dustin L. Freeman | |

| **Part 2 – JPAC Action:** All award actions subject to lawfully appropriated funds. | | **Part 3 – Final Awarding Authority Action:** | |
|---|---|---|---|
| **Members who approve:** | | **Action:** | |
| **Members who disapprove:** | | **Signature:** | |
| **Date:** | | **Date:** | |

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# PAF Instructions
## Part 1 (using agency)

**Form Type:** This form will be used for both Administrative Awards and JPAC Requests. Select type from dropdown options.

**Goods and/or Services:** Enter a brief description of the types of goods and services included in the request.

**Requested Action and Justification:** Enter a brief description of the requested action or authority being sought. i.e.; *Request permission to award the lowest, responsive responsible bidder for an ITB or award the highest ranked supplier for an RFP.* This block should also be used for additional information such as additional 4th account strings, or other information essential for contract execution.

**Supplier:** Enter awarded supplier name**.** If multiple, include in "Requested Action and Justification" box.

**Basis of Award:** Select from Lowest Price Technical Acceptable (LPTA), Highest Price Technical Acceptable (HPTA) or N/A.

**Bid Opening Date:** The date bids were unsealed by Procurement.

**POA #:** This is your 1Cloud generated Agreement number. Select Type, Enter Number.

**PO #:** Enter the PO number or agreement release number.

**Change Order #:** Provide the applicable change order number represented by this request.

**Solicitation #:** Select Prefix type, Enter Number, and Year.

**Contract #:** This number should be the same as your POA number (unless procured prior to 2020)

**Contract Amendment #:** Provide the applicable amendment number represented by this request.

**Term:** Select the Period of Performance or Term for the initial period.

**Options:** Period of time for each renewal or option.

**Options Used:** Prior to this request, enter how many options were already used.

**Federally Funded:** Select yes or no from dropdown if Federal Funds will be used.

**JSEB Rec:** Select Encouragement or JSEB Set Aside Option.

**JESB %:** If JSEB Participation, enter the percentage.

**Bonds Waived Pursuant to:** Select option from Drop down.

**Funding Sources:** Fund/Center/Account/Project/Activity, all fields are required even if zeros.

**New NTE/GMP:** Enter the new total not to exceed amount. Note, this should match the contract maximum indebtedness, if applicable**.**

**Contingent Amount:** If your agency requests an allowance for unforeseen additional expenses, then specify the amount of your requested increase and new NTE that represents the contingency allowance. This is over and above any quote.

**DMP/ODPO Account:** Enter the Direct Materials Purchase/Owner Direct Purchase Order Account. Used mainly for CIP (Capital Improvement/Construction) Projects

**Using Agency/BU:** Select one from the dropdown list.

**Concurrence:** Using Agency internal routing requirements for Electronic Signatures (follow Proc Manual for threshold requirements)

**Title:** Title of person electronically signing form.

**Attachments:** Included any supplemental information to the Procurement Award Form. i.e.; *Scope of work, previous awards*.

**Any field where there is no data available, or no entry is required, either leave it blank or enter N/A. Any fields where there is known data, include for informational purposes. Any changes to an original award should contain the data that is being changed and any other relevant data required for JPAC review and approval.*

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**SUBJECT: CALL CENTER RECORDING REPLACEMENT**

**BID #: SC-0437-23** **OPEN DATE: 2023-09-13**

**GENERAL GOVERNMENT AWARDS COMMITTEE**

**KIND AND BASIS OF CONTRACT:** SUPPLY CONTRACT – PERIOD OF SERVICE WILL BE THREE (3) YEARS FROM THE DATE OF AWARD, WITH ONE (1) YEAR RENEWAL OPTION

**AGENCY:** INFORMATION TECHNOLOGIES DIVISION

**BASIS OF AWARD:** ALL OR NONE TO THE LOWEST RESPONSIVE, RESPONSIBLE BIDDER

**NUMBER OF BIDS INVITED:** 24 **NUMBER RECEIVED:** 1 **OTHER:** 0

**SUMMARY OF BIDS AND RECOMMENDED ACTIONS:**
Recommend approval of award to the sole responsive, responsible bidder, Netsync Network Solutions, in the amount of $102,947.36 for Call Center Recording Replacement. The period of service will be three (3) years from the date of award, with one (1) year renewal option.

Funding Source: 53101.113001.546620.00000000.00000.0000000, to be executed by purchase order(s).

**Attachments:** Recommendation Memo, Bid Tabulation Sheet, Terms and Conditions, Specifications

**ANALYST:** _____ RUBEN OLA

**RESPECTFULLY SUBMITTED:** _____ RW DUSTIN FREEMAN, CHIEF PROCUREMENT DIVISION

**CONCURRENCE BY:** Paul Freeman, Enterprise Applications Manager, Information Technologies Division

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**(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)**
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 3 MEMBERS DISAPPROVING Ø DATE: 9/28/23

_____ _____ OTHER: _____

_____ _____

_____ _____

---

**ACTION OF AWARDING AUTHORITY** DATE 9/28/23

APPROVED ✓ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION Karen Bowling

Karen Bowling
Chief Administrative Officer
For: Mayor Donna Deegan
Under Authority Of:
Executive Order No: 2023-02

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**From:** Folker, Christopher - TS
**To:** Klages, David - TS
**Subject:** FW: New Eleveo Licensing
**Date:** Thursday, August 13, 2026 1:19:18 PM
**Attachments:** image012.png
image013.png
image016.png
image017.png
image018.png
image019.png
image012.png
image013.png
image016.png
image017.png
image018.png
image019.png
COJ Eleveo Renewal v2.pdf

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David,

Please see attached. It is the quote for the renewal of the 98 existing Eleveo licenses we have. Please use this quote for the renewal.

Thank you,

**Chris Folker**
***Network & Telcom Infrastructure Manager***
City of Jacksonville / Technology Solutions Department
214 N. Hogan Street, 9th Floor
Office: 904.255.8414 Mobile: 904.383.9818
CITY OF JACKSONVILLE

*Please note that under Florida's very broad public records laws, email communications to and from city officials are subject to public disclosure*.

---

**From:** Nick Ianus <NIanus@netsync.com>
**Sent:** Tuesday, August 11, 2026 2:05 PM
**To:** Folker, Christopher - TS <CFolker@coj.net>; Bryan Geoghan <bgeoghan@netsync.com>; Brent Burns <brent.burns@eleveo.com>
**Cc:** Brown, Elizabeth - TS <ElizabethB@coj.net>
**Subject:** Re: New Eleveo Licensing

**EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

roger that,

here is just the licenses.

Thank you,

**Nick Ianus | Executive Account Manager**
e nianus@netsync.com
m 904.808.3202
LinkedIn

**UPCOMING PTO : 7/21- 8/20 I will be available via text/email, but will be overseas, so please expect a delayed response**

4830 West Kennedy Blvd., Suite 600
Tampa, FL 33609

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute, or copy this email. Please notify the sender immediately by email if you have received this email by mistake and delete this email from your system.

---

**From:** Folker, Christopher - TS <CFolker@coj.net>
**Sent:** Tuesday, 11 August 2026 16:42:08
**To:** Bryan Geoghan <bgeoghan@netsync.com>; Nick Ianus <NIanus@netsync.com>; Brent Burns <brent.burns@eleveo.com>
**Cc:** Brown, Elizabeth - TS <ElizabethB@coj.net>
**Subject:** RE: New Eleveo Licensing

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Bryan,

We will not be upgrading to 10.2 at this time only renewing our current licensing. Eleveo is supposed to be upgrading us to 9.5 for free and we are working on that with them. Please revise the renewal quote accordingly.

Thank you,

**Chris Folker**
***Network & Telcom Infrastructure Manager***
City of Jacksonville / Technology Solutions Department
214 N. Hogan Street, 9th Floor
Office: 904.255.8414 Mobile: 904.383.9818
CITY OF JACKSONVILLE

*Please note that under Florida's very broad public records laws, email communications to and from city officials are subject to public disclosure*.

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**From:** Bryan Geoghan <bgeoghan@netsync.com>
**Sent:** Tuesday, August 11, 2026 9:25 AM
**To:** Folker, Christopher - TS <CFolker@coj.net>; Nick Ianus <NIanus@netsync.com>; Brent Burns <brent.burns@eleveo.com>
**Cc:** Brown, Elizabeth - TS <ElizabethB@coj.net>
**Subject:** RE: New Eleveo Licensing

**EXTERNAL EMAIL:** This email originated from a non-COJ email address. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Chris,

Apologize for the confusion. The Eleveo services added to the renewal quote are not for loading licensing. It's to upgrade your Eleveo system from the current 8.x software version to the latest 10.2 software version. The UI is updated and user administration is a bit different so training has been added to show you around that as well. We can remove the training if you don't think that's necessary.

Thanks,

**Bryan Geoghan** | **Solutions Architect** | **Collaboration and IOT**
CCIE Collaboration #18711
e bgeoghan@netsync.com
m +1 469 878 0475

Join My Webex Meeting Room!
Message Me on Webex!

NETSYNC
Dallas Office
2304 Tarpley Road, Suite 114
Carrollton, TX 75006

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**From:** Folker, Christopher - TS <CFolker@coj.net>
**Sent:** Tuesday, August 11, 2026 7:44 AM
**To:** Nick Ianus <NIanus@netsync.com>; Brent Burns <brent.burns@eleveo.com>; Bryan Geoghan <bgeoghan@netsync.com>
**Cc:** Brown, Elizabeth - TS <ElizabethB@coj.net>
**Subject:** Re: New Eleveo Licensing

Nick,

Please revise the renewal quote to remove everything but the licenses themselves. We know how to import the licenses into the system and don't need the professional services.

Thanks,
Chris Folker

Get Outlook for iOS

---

**From:** Nick Ianus <NIanus@netsync.com>

Docusign Envelope ID: 7F0EA717-5033-42B5-8970-18EB947EA1F8

**NETSYNC**
**2500 West Loop South, Ste. 410/510**
Houston, TX 77027 USA
713.218.5000

# QUOTE

AAAQ492556

| | |
|---|---|
| Quote #: | AAAQ492556 |
| Date: | 08/11/2026 |
| Valid for: | 30 Days |

| Customer | Inside Sales | Account Manager |
|---|---|---|
| City of Jacksonville<br>elizabethb@coj.net<br>9042558199 | Nick Ianus<br>NIanus@netsync.com<br>(o) 904-808-3202. | Nick Ianus<br>nianus@netsync.com |

**Please send purchase order to: PO@netsync.com**

| Line # | Part | Description | Qty | Unit Price | Ext Price |
|---|---|---|---|---|---|
| Main Site | | | | Sub Total | 44,688.00 |
| | Eleveo Renewal (09/30/2026-09/29/2027) | | | | |
| 1.0 | EL3-OP | Eleveo 3 - Call Recording, Manual Quality Management, Screen Capture, Live Monitoring (Sep 30, 2026 - Sep 29, 2027)<br>Unit Price: 456.00 Each per Year<br>Duration: 1 Years, Billing Frequency: Prepaid | 98 | 456.00 | 44,688.00 |

Quote is valid for 30 days, excluding items subject to product or supply constraints, which may be subject to price and availability changes without notice.

**Notes: 340013607-001-03**

Eleveo Renewal 1YR-Rev3

| | |
|---|---|
| Total | 44,688.00 |
| Tax/Vat | 0.00 |
| Shipping | 0.00 |
| **Grand Total USD** | **44,688.00** |

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# TERMS AND CONDITIONS

## CALL CENTER RECORDING REPLACEMENT

### 1. SCOPE

The Information Technologies Division of the City of Jacksonville, Florida is currently accepting bids to obtain source(s) of supply for the items as outlined in the bid documents provided. The purpose of this bid invitation is to obtain information about your firm and its ability to provide these item(s) / service(s) and to obtain pricing commitments for **Call Center Recording Replacement** utilizing **Eleveo Advanced Quality Management Product** as listed in the bid documents to include warranty as specified. This is an on-premises virtual machine solution, to be installed on existing virtual environment. The City of Jacksonville will be responsible for necessary configuration changes on the existing Cisco Unified Communication Manager and Call Center Express.

### 2. AWARD

Award will be **ALL OR NONE** to the lowest responsive, responsible bidder. Bidders must bid on all items to be considered for award. ALL awards are subject to the availability of funds.

### 3. TERM OF AGREEMENT

The term of the agreement will be three (3) years from the date of award, with one (1) year renewal option.

### 4. MINIMUM REQUIREMENTS

Bidders should submit or comply with the following requirements. Failure to submit any of these requirements may be grounds for rejection:

a. The contractor must be an authorized reseller of Eleveo products. Vendor must provide proof of valid and in good standing certification.

### 5. PRE-BID CONFERENCE

None

### 6. STATE CONTRACTS

The City reserves the right to utilize contracts established by the State of Florida and or other governmental agencies for item(s)/service(s) covered under this bid. The city reserves the right to cancel this contract in whole or in part for such item(s)/service(s).

### 7. QUANTITIES

Quantities indicated reflect the estimated quantities to be purchased throughout the contract period and are subject to fluctuation in accordance with actual requirements. The City reserves the right to add or delete items, or increase the volume of services required, or not to make any purchase against this bid if it so deems necessary at any time during the contract period.

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# SPECIFICATIONS

## CALL CENTER RECORDING REPLACEMENT

1. **NO SUBSTITUTIONS ON ANY OF THE LISTED ITEMS FOR BID.**
2. **EQUIPMENT MUST BE NEW AND NOT REFURBISHED.**
3. **SOLUTION SUPPORT TERMS SHOULD BE 12 MONTHS AVAILABLE.**

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# BID PROPOSAL FORM

## CALL CENTER RECORDING REPLACEMENT

| SUBSCRIPTION | | | | | |
|---|---|---|---|---|---|
| **ITEM NO.** | **MFG PART NUMBER** | **DESCRIPTION** | **QTY** | **UNIT PRICE** | **EXTENDED TOTAL** |
| **1** | QM-CCX-ACC-1Y | ELEVEO ADVANCED QUALITY MANAGEMENT BUNDLE FOR UCCX. DURATION: 3 YEARS, BILLING FREQUENCY: PREPAID | **98** | | |
| IMPLEMENTATION AND TRAINING | | | | | |
| **ITEM NO.** | **MFG PART NUMBER** | **DESCRIPTION** | **QTY** | **UNIT PRICE** | **EXTENDED TOTAL** |
| **2** | ZQM-IMPL | ELEVEO QM SUITE REMOTE IMPLEMENTATION | 1 | | |
| **3** | TR-QM | ELEVEO CALL RECORDING AND QUALITY MANAGEMENT USER TRAINING | 1 | | |
| **4** | TR-FB | ELEVEO FEEDBACK TRAINING | 1 | | |
| **5** | TR-SPR1 | SPEECH CONSULTING | 1 | | |
| | | | | **GRAND TOTAL:** | |