



Ramsey County Single Source or Sole Source Request Form

Definitions

Single Source: A direct purchase of professional or client services from one particular contractor even though other competitive sources may be available. Having a contractor provide additional services based on the experience and knowledge they have gained, along with their unique talents, allows the county to advance important county initiatives while saving the county time and money.

Sole Source: A situation created due to the inability to obtain competition. May result because only one contractor possesses the unique ability or capability to meet the particular requirements of the solicitation.

Department Section

Department: ISDP

Requisition ID: 0000009979

Requestor: FOUATEE.YANG

Date: May 02, 2022

Procurement Description: CenturyLink Phone and Services

Contractor Name: CenturyLink D/B/A Lumen

Contract Term (including renewals): 6 years

Anticipated Contract Value (including renewals): \$2,160,000.00

1.

Is this a single or sole source request?

Single Source

2.

Select the good or service category:

Professional Services

3.

Will the purchase be made using grant, state and/or federal funding? No

4.

Describe in detail how this procurement meets either the single source or sole source definition:

In support of Telephony Services to Ramsey County, the county has contracted with CenturyLink D/B/A Lumen to provide a variety of phone services since 2011. These services include: long distance and international phone calls, Private Internet Bandwidth, 1-800 Phone Number Reservations, Local 651-266-xxxx Phone Number Reservations, and Primary Rate Interface (PRI) trunking which support the 1200 + concurrent inbound and outbound phone calls made by residents to the County. Continued rapid technological advances have resulted in more efficient and less expensive services which are provided by Lumen but not currently referenced in the current Master Services Agreement with Ramsey County. The county added PRIs in a 2020 contract to expand phone service to support the growth of the organization and to support work from home due to Covid. Due to ongoing changes resulting from the new work from home arrangement and moving off the county's old analog phone system we have a need to update our contract to enable our organization to utilize technologically advanced replacement services. An example of these services is Session Initiation Protocol (SIP)

trunking. With the change to a Voice over Internet Protocol (VoIP) phone system in 2018 the county requires that PRIs to be replaced by more modern Session Initiation Protocol (SIP) trunks. This will provide the county with lower cost, more reliable, higher quality phone communications with residents along with more resilient physical connections that protect the county from possible service disruption scenarios. SIP trunking is easily scalable to allow the county to be more nimble to adjust to rapidly changing phone service needs. Ramsey County has invested in several physical service connections with Lumen at several RC facilities. Due to knowledge of and experience with the county's unique and varied needs, Lumen has the ability to continue to provide these services for the county's unique environment which consists of multiple locations and needs. If the county was to seek a different telecom provider, the county would incur significant costs and would risk service disruptions to change these physical connections to a new provider.

5.

What other contractors and/or goods or services did you consider before you arrived at your conclusion? List all findings.

In the 4th Quarter of 2021, Ramsey County studied the vendors in our market that can provide SIP services. The list of providers that are on the State Contract or a similar contract available to Ramsey County is very small due to the significant capital investment required to maintain high availability regional, state, and national telephony services. We found that the only other vendor available to the county through existing contract mechanism was Comcast. We reviewed SIP service offerings from Comcast and not only would a switch to Comcast be risky, complex and costly, Comcast did not meet all of the county's requirements, such not supporting digital faxing over SIP trunks. In addition, because of the county's reliance on Comcast for Broadband services, it would be a risk to the county to also use them for Telephony services. We need vendor differentiation with separate physical fiber optic connections to help ensure Ramsey County has high resiliency to potential service disruption scenarios. No other contractors were considered due to the significant cost that would be incurred to disconnect current PRI circuits and replace with SIPs for thousands of phone numbers in multiple county locations. The county could also risk significant telecom service disruptions if Lumen does not preform the change.

6.

List previous solicitations and/or contracts for these goods or services:

On April 7, 2020, a Single Source Agreement with CenturyLink Corporation, d/b/a CenturyLink QC, to provide Primary Rate Interface local and long distance phone services to multiple County locations for the period of April 7, 2020 through April 6, 2023 for a total not to exceed amount of \$255,000 over the term of the Agreement.

7.

Explain how the contractor's cost is fair and reasonable.

CenturyLink provides the county the best pricing available by entering into a 3-year agreement with them

8.

Are there any conflict of interest that you are aware of related to this proposed acquisition? No

9.

Single Source - Obtain documentation from the contractor to supports its claim that they are uniquely qualified for this particular service and any documentation stating the work to be performed, proposal, quote/invoice. Documentation may be attached and forwarded to the Procurement Specialist.

10.

Yes, I certify that, to the best of my knowledge, there is no conflict of interest or collusion with the recommended contractor. The above information is true and accurate and that no other material fact or consideration offered or given has influenced this recommendation for a single or sole source purchase.

Name: FOUATEE.YANG

Date: May 02, 2022

Procurement Specialist Section

- 1. Is there a State Master contract available to CPV members for this purchase? Yes No
- 2. If yes, did the Department consider using the State Master contract? Yes No N/A
- 3. Is this a single source or sole source purchase?

No Provide information about other available sources for the requested good or service (e.g., Master Agreement, names of contractors) and a solicitation recommendation.

Yes State justification for single source or sole source classification:
The County has an ongoing working relationship with CenturyLink D/B/A Lumen for the provisions of phone services and connectivity for VoIP. Since we are currently utilizing services from CenturyLink, D/B/A Lumen, they have the experience and knowledge to provide the County with the services necessary while saving time and money. To change to another provider would be more expensive and a huge undertaking. I concur with this single source request.

Yes I certify that, to the best of my knowledge, there is no conflict of interest or collusion with the recommended contractor. The above information is true and accurate and that no other material fact or consideration offered or given has influenced this recommendation for a single or sole source purchase.

Name: Karen Bollinger
Title: Principal Procurement Specialist
Date: 3-23-2022