

MANATEE COUNTY GOVERNMENT INTENT TO AWARD

SUBJECT Telephone Answering Service	DATE POSTED MC <u>7/25/16</u> DS <u>N/A</u> CC <u>N/A</u>
PURCHASING REPRESENTATIVE Charles Bentley, 749-3036	DATE CONTRACT SHALL BE AWARDED July 1, 2016
DEPARTMENT Utilities	CONSEQUENCES IF DEFERRED n/a
SOLICITATION RFQ #16-1734CB	AUTHORIZED BY <u>Dennis N. Wallace</u> DATE June 30, 2016

NOTICE OF INTENT TO AWARD

Authorization to award RFQ #16-1734CB to AnswerNet, Inc. for telephone answering services for the Utilities Department.

ENABLING/REGULATING AUTHORITY

Federal/State law(s), administrative ruling(s), Manatee County Comp Plan/Land Development Code, ordinances, resolutions, policy.

Manatee County Code of Laws

BACKGROUND/DISCUSSION

- The County solicited a Request for Quotation (RFQ) #16-1734CB for telephone answering services for the period August 1, 2016 through July 31, 2017. All appropriate quotation procedures were followed.
- Notice of RFQ #16-1734CB was successfully emailed to ten vendors on May 23, 2016.
- Five responses were received:
 - Metropolitan Communication Services, Melbourne, Florida
 - Quantum Media Communications Indonesia, Jakarta, Indonesia
 - Tech Ambience, Orange Park, FL
 - Imagenet, LLC, Tampa, FL
 - AnswerNet, Sarasota, FL

ATTACHMENTS (List in order of attached) <ul style="list-style-type: none"> • Tabulation 	FUNDING SOURCE (Acct Number & Name) <div style="float: right; text-align: right;">4010008200 541001</div> <div style="clear: both;"></div> <input checked="" type="checkbox"/> Funds Verified <input type="checkbox"/> Insufficient Funds
ESTIMATED ANNUAL COST <div style="text-align: right;">\$5,620.00</div>	AMT/FREQ OF RECURRING COSTS (Attach Fiscal Impact Statement)

TABULATION
RFQ #12-0305CB - TELEPHONE ANSWERING SERVICE

6/29/2016

		Metropolitan Communication Services, Inc.		Quantum Media Communications Indonesia		Tech Ambience	
		Melbourne, FL		Jakarta, Indonesia		Orange Park, FL	
Description	Est. Annual Calls	Cost Per Call	Extended Price	Cost Per Call	Extended Price	Cost Per Call	Extended Price
Item 1: Cost per call rec'd by answering service	5,200	\$0.85	\$4,420.00	\$5.60	\$29,120.00	\$1.75	\$9,100.00
Item 2: Cost per call from ans svc to MCG staff	2,250	\$0.85	\$1,912.50	\$10.60	\$23,850.00	\$1.75	\$3,937.50
Item 3: Cost per text msg from answering service to MCG staff	2,250	\$0.00	\$0.00	\$1.50	\$3,375.00	\$0.10	\$225.00
Item 4: Cost per text msg or call rec'd by answering service from MCG staff	5,200	\$0.00	\$0.00	\$2.50	\$13,000.00	\$0.10	\$520.00
Item 5: Cost of daily & monthly reports & emailing (monthly cost)	12	\$0.00	\$0.00	\$1,000.00	\$12,000.00	\$300.00	\$3,600.00
Item 6: Cost of dedicated line for MCG staff to call ans svc (monthly cost)	12	\$0.00	\$0.00	\$1,800.00	\$21,600.00	\$50.00	\$600.00
		TOTAL OFFER	\$6,332.50	TOTAL OFFER	\$102,945.00	TOTAL OFFER	\$17,982.50

		Imagenet LLC		AnswerNet	
		Tampa, FL		Sarasota, FL	
Description	Annual Calls	Cost Per Call	Extended Price	Cost Per Call	Extended Price
Item 1: Cost per call rec'd by answering service	5,200	\$2.50	\$13,000.00	\$0.85	\$4,420.00
Item 2: Cost per call from ans svc to MCG staff	2,250	\$2.50	\$5,625.00	\$0.40	\$900.00
Item 3: Cost per text msg from answering service to MCG staff	2,250	\$1.00	\$2,250.00	\$0.00	\$0.00
Item 4: Cost per text msg or call rec'd by answering service from MCG staff	5,200	\$1.00	\$5,200.00		\$0.00
Item 5: Cost of daily & monthly reports & emailing (monthly cost)	12	\$100.00	\$1,200.00	\$25.00	\$300.00
Item 6: Cost of dedicated line for MCG staff to call ans svc (monthly cost)	12	\$100.00	\$1,200.00		\$0.00
		TOTAL OFFER	\$28,475.00	TOTAL OFFER	\$5,620.00