

MANATEE COUNTY GOVERNMENT SOURCE SELECTION

SUBJECT	Telecommunications Consultant	DATE POSTED	Date Posted on mymanatee.org <u>09/12/2012</u> <i>PCR</i>
PURCHASING REPRESENTATIVE	Deborah Carey-Reed, 941/749-3074	DATE CONTRACT SHALL BE AWARDED	September 19, 2012
DEPARTMENT	Information Technology	CONSEQUENCES IF DEFERRED	N/A <i>Kevin W. Waller</i>
SOURCE RECOMMENDATION	Request For Proposals #12-1541DC	AUTHORIZED BY	Melissa M. Wendell, Purchasing Official Date: <u>9/12/2012</u>

ACTION DESIRED

Authorization to enter into negotiation with the top ranked firm, Eiert & Associates Networking Division, Stillwater, MN, for Telecommunications Consulting Services for the purpose of upgrading and enhancing the County's telephony system; and subsequent execution of the resulting contract.

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 existing telecommunication system is situated within 25 primary locations with approximately 5000 users who include the Board of Manatee County Commissioners, Manatee County Sheriff Office, Clerk of the Circuit Court, Supervisor of Elections, Property Appraiser, and the State Attorney. Manatee County through its Information Technology Division (IT) provides the services to satisfy and maintain the voice and data needs required of these users. It is the objective of this contract for the Consultant to evaluate the current system's efficiency and effectiveness and propose recommendations to enhance or replace the current system's software and equipment with products that will better serve the citizens and administration of the County including maximizing the existing technologies, minimizing vendors and equipment platforms and thereby reducing operational and maintenance costs, and improvement of the overall caller experience.

The contract consists of following four Phases with the notice to proceed for each Phase dependent on budgetary allotments and the expertise required in relation to the technical configuration of the proposed system. It is anticipated that the overall project may take up to four years to complete. Information Technology's immediate concern is Phases 1 and 2, with the approval for Phases 3 and 4 being dependent on the specification complexity of the proposed system.

Phase 1: Review and analyze the existing; specification writing and cost itemization of proposed system.

Phase 2: Technical assistance during bidding and equipment review of proposed system.

Phase 3: Expertise during installation and implementation of proposed system.

Phase 4: Proper disposal of old equipment and assistance with warranty and maintenance information.

Continued on page 2.

ATTACHMENTS: (List in order as attached)	INSTRUCTIONS:
None	N/A
COST Estimated cost \$135,000	SOURCE (ACCT# & NAME) 0010004900 531000
COMMENTS N/A	AMT./FREQ. OF RECURRING COSTS (ATTACH FISCAL IMPACT STATEMENT) N/A

- 05/13/2012 to 06/20/2012 Appropriate procurement procedures were followed. The Request for Proposal (RFP) was advertised in the local newspaper and on the County website and broadcast to over 364 companies through DemandStar and 89 Manatee County registered (telecommunications) vendors; it was also provided to the Manatee County Chamber of Commerce for release to its members. Twenty (20) firms are listed as plan holders of which seven are Manatee County firms; five firms submitted a proposal as which none were Manatee County vendors. Proposals were received from the following five firms.
 - Audits & Investigations, Morgan PA
 - ClientFirst Consulting Group, Corona CA
 - Elert & Associates Networking, Stillwater MN
 - RLH Telecommunication Solutions LLC, Fairfax VA
 - SolidBase Consulting LLC, Weston FL
- 07/009/2012 The Evaluation Committee convened and evaluated all proposals received. The firms, as stated below, stated the qualifications and experience of the proposer to perform this contract in accordance with the RFP.
- 08/10/2012 Oral presentations were held and the Evaluation Committee ranked the five firms as follows for the purpose of negotiating a contract with the top ranked firm.
- Unanimously, the Evaluation Committee ranked the firms as follows:

Ranked No. 1: Elert & Associates Networking

The top ranked firm demonstrated exceptional qualifications with over 36 years of experience and references, a number of employees with various specialties, including EPD certification relating to emergency communications. They provided comprehensive elements of the progression for each Phase that included a detailed implementation schedule with a step-by-step breakdown of the work plan. Elert proposed using a Gap Analysis to assess the County current systems and applications actual performance with potential to provide a foundation for measuring the investment of time, funding, and human resources required to achieve the desired performance.

In addition, their proposal demonstrated the firm's understanding of the County's requirements highlighting their past experience in working with various Florida government entities for similar projects in improving their telephony design and functionality and a reasonable pricing structure and significant savings. Elert references of past and current clients contacted by the County were favorable in that they provided expert analysis of the requirements. If awarded this contract, Elert will operate from their Clearwater office.

Ranked #2: ClientFirst Consulting Group

ClientFirst submitted their capabilities in a clear and concise manner demonstrating their 20 years of experience in performing telephony services with acceptable references and familiarity with Florida government entities. The proposer provided an understanding of the County requirements. Though qualified to perform the services, the firm was ranked second in their expertise and personnel availability.

Ranked #3: RLH Telecom Solutions, LLC

RLH submitted a detailed proposal detailing their qualifications and experience in telephony consultant services. Personnel consist of two employees. The firm is ranked third when compared to the higher ranked firms due to the perception by the Evaluation Committee of less overall capabilities to meet the County's requirements and their proposed costs.

Ranked #4: Audit & Investigations

Audits & Investigations demonstrated the ability to perform the required services, but emphasis of expertise was on usage evaluation (billing audit), expense to capital. The firm presented an adequate presentation but did not provide the expertise equal to that of the higher ranked firms.

Ranked #5: SolidBase

SolidBase submitted a basic proposal listing 3½ years experience in wireless communications thru Verizon. The proposal stated the firm is generally staffed with two employees, but credentials were only provided for one employee. The firm did not illustrate the expertise, nor the experience, comparable to that of the higher ranked firms.