

MANATEE COUNTY GOVERNMENT NOTICE OF INTENT

SUBJECT	Telephone Answering Services	DATE POSTED	July ¹⁸ 16, 2013 <i>smg</i>
PURCHASING REPRESENTATIVE	Charles Bentley 941-749-3036	DATE CONTRACT SHALL BE AWARDED	
DEPARTMENT	Utilities	CONSEQUENCES IF DEFERRED	N/A <i>Dennis W. Wallace</i>
SOURCE RECOMMENDATION	RFQ #13-1736CB	AUTHORIZED BY DATE	Dennis Wallace July 16, 2013

ACTION DESIRED

Authorization to award RFQ 13-1736CB to INTERCEPT of Florida, 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) #13-1736CB for telephone answering services from May 9, 2013 through May 23, 2013. All appropriate quotation procedures were followed.
- Notice of RFQ #12-0305CB was successfully emailed to five vendors and uploaded to the MyManatee.org on June 7, 2013.
- Six (6) quotes were received:
 - Talk2Rep, Ft. Lauderdale, FL
 - Metropolitan Communication Services, Melbourne, Florida
 - Tahoe Call Center, Reno, NV
 - INTERCEPT of Florida, Inc., Fort Myers, Florida
 - Communication Business Services, Inc., Marietta, Georgia
 - Answer Fort Smith, Fort Smith, AK

SUMMARY

Recommend award to INTERCEPT of Florida, Inc.

ATTACHMENTS: (1) Tabulation

COMMENT:

COST \$5,602.50 annually

SOURCE (ACCT# & NAME) 4010008200 541001

COMMENTS

AMT./FREQ. OF RECURRING COSTS (ATTACH FISCAL IMPACT STATEMENT)

N/A

TABULATION
RFQ #12-0305CB - TELEPHONE ANSWERING SERVICE

7/17/2013

Description	Est. Annual Calls	Talk2Rep, Inc. Ft. Lauderdale, FL		Metropolitan Communication Melbourne, FL		Tahoe Call Center Reno, NV	
		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	4,500	\$1.45	\$6,525.00	\$1.00	\$4,500.00	\$2.00	\$9,000.00
Item 2: Cost per call from ans svc to MCG staff	2,250	\$1.45	\$3,262.50	\$1.00	\$2,250.00	\$2.20	\$4,950.00
Item 3: Cost per text msg from answering service to MCG staff	2,250	\$0.30	\$675.00	\$0.00	\$0.00	\$1.75	\$3,937.50
Item 4: Cost per text msg or call rec'd by answering service from MCG staff	4,500	\$0.30	\$1,350.00	\$0.00	\$0.00	\$1.25	\$5,625.00
Item 5: Cost of daily & monthly reports & emailing (monthly cost)	12	\$32.50	\$390.00	\$0.00	\$0.00	\$100.00	\$1,200.00
Item 6: Cost of dedicated line for MCG staff to call ans svc (monthly cost)	12	\$16.25	\$195.00	\$0.00	\$0.00	\$30.00	\$360.00
		TOTAL OFFER	\$12,397.50	TOTAL OFFER	\$6,750.00	TOTAL OFFER	\$25,072.50

Description	Annual Calls	Communication Business Services, Marietta, GA		Intercept of Florida, Inc. Fort Myers, FL		Answer Fort Smith Fort Smith, AK	
		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	4,500	\$1.28	\$5,760.00	\$0.73	\$3,285.00	\$1.22	\$5,490.00
Item 2: Cost per call from ans svc to MCG staff	2,250	\$0.00	\$0.00	\$0.73	\$1,642.50	\$1.22	\$2,745.00
Item 3: Cost per text msg from answering service to MCG staff	2,250	\$0.00	\$0.00	\$0.10	\$225.00	\$0.20	\$450.00
Item 4: Cost per text msg or call rec'd by answering service from MCG staff	4,500	\$0.00	\$0.00	\$0.10	\$450.00	\$1.22	\$5,490.00
Item 5: Cost of daily & monthly reports & emailing (monthly cost)	12	\$75.00	\$900.00	\$0.00	\$0.00	\$100.00	\$1,200.00
Item 6: Cost of dedicated line for MCG staff to call ans svc (monthly cost)	12	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
		TOTAL OFFER	\$6,660.00	TOTAL OFFER	\$5,602.50	TOTAL OFFER	\$15,375.00