

MANATEE COUNTY GOVERNMENT

INTENT TO AWARD

ITQ NO./TITLE	20-R072665BLS Telephone Answering Services	DATE POSTED	BCC _____ DS _____	MCC _____ MBC _____
PROCUREMENT REPRESENTATIVE	Bonnie Sietman	PROJECTED AWARD DATE	February 11, 2020	
DEPARTMENT/DIVISION	Utilities Department & Public Works Department	AUTHORIZED BY DATE	Jacob Erickson, Procurement Manager	

NOTICE OF INTENT TO AWARD

The Manatee County Procurement Division provides notice of its intent to award a contract with McGhee and Associates, LLC for the provision of telephone answering services.

ENABLING/REGULATING AUTHORITY

Manatee County Procurement Ordinance, Sec 2-26.

BACKGROUND/DISCUSSION

Contractor shall furnish all equipment, labor and technology necessary to answer incoming telephone calls for the Manatee County Utilities Department and the Public Works Department from 3:30PM to 8:00AM daily, on weekends, all day Saturday and Sunday and all County Holidays. Services shall also be required during unscheduled office closures (storms, hurricanes, etc.).

The solicitation was advertised on December 23, 2019 on the Manatee County website. It was also provided to the Manatee County Chamber of Commerce and the Manasota Black Chamber of Commerce for release of its members. Responses were received from the following firms:

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| 1. Cerida Investment, Willow Grove, PA | 5. McGhee and Associates, LLC, Manhatten, KS |
| 2. Daupler, Kansas City, MO | 6. Physician Answering Group Exchange, Fayetteville, NC |
| 3. Gilson Call Center Services, Fort Lauderdale, FL | 7. SSCO, Phoenix, AZ |
| 4. Goodwill Business Services, San Antonio, TX | 8. TAS United, San Antonio, TX |

EVALUATION RESULTS SUMMARY:

McGhee and Associates, LLC was the lowest responsive, responsible bidder. Daupler, Goodwill Business Services, Physician Answering Group Exchange, SSCO and TAS United were not registered with the State of Florida, Division of Corporations to do business in Florida and hereby deemed non-responsible. A bid tabulation of the results is attached to this Notice of Intent to Award.

The Procurement Division and the Utilities Department and the Public Works Department recommend award to McGhee and Associates, LLC.

ATTACHMENTS (List in order of attached)	bid tabulation	NAME OF FUNDING SOURCE	Blanket Purchase Order
COST	\$3,500 annually	FUNDS VERIFIED	

ATTACHMENT D			CERDIA (ANSWERNET)					
QUOTE FORM								
ITQ NO. 20-R072665BLS								
TELEPHONE ANSWERING SERVICES								
LINE ITEM	DESCRIPTION	ANNUAL ESTIMATE PER UOM	UNIT PRICE	EXTENDED ANNUAL COST ESTIMATE	UNIT PRICE	EXTENDED ANNUAL COST ESTIMATE	UNIT PRICE	EXTENDED ANNUAL COST ESTIMATE
1	Charge per Call Received by Contractor	2800	\$ 0.87	\$ 2,436.00	\$ 0.65	\$ 1,820.00	\$ 0.77	\$ 2,156.00
2	Charge per Call from the Contractor to Manatee County Staff	500	\$ 0.47	\$ 235.00	\$ 0.65	\$ 325.00	\$ 0.35	\$ 175.00
3	Charge per Text Message from Contractor to Manatee County Staff	100	\$ -	\$ -	\$ 0.65	\$ 65.00	\$ -	\$ -
4	Charge per Text Message from Manatee County Staff to Contractor	25	\$ -	\$ -	\$ 0.65	\$ 16.25	\$ -	\$ -
5	Charge for Daily M-F Reports (via email) to the Utilities Department	260	\$ 25.00	\$ 6,500.00	\$ -	\$ -	\$ -	\$ -
6	Charge for Monthly Reports (via email) to the Utilities Department	12	\$ 25.00	\$ 300.00	\$ -	\$ -	\$ -	\$ -
7	Charge for Monthly Reports (via email) to the Public Works Department (on an as required basis only)	6	\$ 25.00	\$ 150.00	\$ -	\$ -	\$ -	\$ -
8	Monthly Charge for Dedicated Line (for Manatee County Staff to contact the Contractor)	12	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
GRAND TOTAL (items 1 through 8)				\$ 9,621.00		\$ 2,351.25		\$ 2,331.00

total includes \$125 set up fee