



ALACHUA COUNTY

Budget and Fiscal Services

Procurement

Theodore "TJ" White, Jr. CPPB
Procurement Manager

Thomas J. Rouse
Contracts Supervisor

September 23, 2024

MEMORANDUM

To: Theodore "TJ" White, Jr. CPPB, Procurement Manager

From: Precious Merriweather, Procurement Agent I *Precious Merriweather*

SUBJECT: INTENT TO AWARD
RFP 25-28-PM Alachua County Crisis Center Telephone System

<u>Solicitation Deadline:</u>	2:00 PM, Wednesday, July 10, 2024
<u>Solicitation Notifications View Count:</u>	1303 Vendors
<u>Solicitation Downloads:</u>	48 Vendors
<u>Solicitation Submissions:</u>	3 Vendors

Vendors:

Interact Strategies, Inc.
New York, NY 10016

NWN Group Corporation*
Exeter, RI 02822

TTEC Digital, LLC
Greenwood Village, CO 80111

*This vendor was not evaluated during the second phase.


RECOMMENDATION:

The board approves the Evaluation Committee’s award ranking below for RFP 25-28-PM Alachua County Crisis Center Phone System.

1. Interact Strategies, Inc
2. TTEC Digital

Approve the above ranking and authorize staff to negotiate agreements with the top ranked firm. Should the staff be unable to negotiate a satisfactory agreement with the top ranked firm, negotiations with the unsuccessful firm will be terminated. Negotiations with the second ranked firm may be undertaken in the same manner in order of ranking until an agreement is reached, and so forth.

The actual RFP award is subject to the appropriate signature authority identified in the Procurement Code.


TJ White (Oct 1, 2024 19:28 EDT)

Theodore “TJ” White, Jr., CPPB
Procurement Manager

10/01/24

Date

TW/pm

Vendor Complaints or Grievances; Right to Protest

Unless otherwise governed by state or Federal law, this part shall govern the protest and appeal of Procurement decisions by the County. As used in Part A of Article 9 of the Procurement Code, the term “Bidder” includes anyone that submits a response to an invitation to bid or one who makes an offer in response to a solicitation (e.g., ITB, RFP, ITN), and is not limited solely to one that submits a bid in response to an Invitation to Bid (ITB).

- (1) *Notice of Solicitations and Awards.* The County shall provide notice of all solicitations and awards by electronic posting in accordance with the procedures and Florida law.
- (2) *Solicitation Protest.* Any prospective Bidder may file a solicitation protest concerning a solicitation.
 - (a) *Basis of the Solicitation Protest:* The alleged basis for a solicitation protest shall be limited to the following:
 - i. The terms, conditions or specifications of the solicitation are in violation of, or are inconsistent with this Code, Florida Statutes, County procedures and policies, or the terms of the solicitation at issue, including but not limited to the method of evaluating, ranking or awarding of the solicitation, reserving rights of further negotiations, or modifying or amending any resulting contract; or
 - ii. The solicitation instructions are unclear or contradictory.
 - (b) *Timing and Content of the Solicitation Protest:* The solicitation protest must be in writing and must be received by the Procurement Manager, twhite@alachuacounty.us by no later than the solicitation’s question submission deadline. Failure to timely file a solicitation protest shall constitute a total and complete waiver of the Bidder’s right to protest or appeal any solicitation defects, and shall bar the Bidder from subsequently raising such solicitation defects in any subsequent Award Protest, if any, or any other administrative or legal proceeding. In the event a solicitation protest is timely filed, the protesting party shall be deemed to have waived any and all solicitation defects that were not timely alleged in the protesting party’s solicitation protest, and the protesting party shall be forever barred from subsequently raising or appealing said solicitation defects in a subsequent award protest, if any, or any other administrative or legal proceeding. The solicitation protest must include, at a minimum, the following information:
 - i. The name, address, e-mail and telephone number of the protesting party;
 - ii. The solicitation number and title;
 - iii. Information sufficient to establish that the protesting party has legal standing to file the solicitation Protest because:
 1. It has a substantial interest in and is aggrieved in connection with the solicitation; and
 2. That the protesting party is responsive, in accordance with the criteria set forth in the solicitation, unless the basis for the Solicitation Protest alleges that the criteria set forth in the solicitation is defective, in which case the protesting party must demonstrate that it is responsive in accordance with the criteria that the protesting party alleges should be used;
 - iv. A detailed statement of the basis for the protest;
 - v. References to section of the Code, Florida Statutes, County policies or procedure or solicitation term that the protesting party alleges have been violated by the County or that entitles the protesting party to the relief requested;
 - vi. All supporting evidence or documents that substantiate the protesting party’s alleged basis for the protest; and
 - vii. The form of the relief requested.
 - (c) *Review and Determination of Protest:* If the Solicitation Protest is not timely, the Procurement Manager shall notify the protesting party that the Solicitation Protest is untimely and, therefore, rejected. The Procurement Manager shall consider all timely Solicitation Protests and may conduct any inquiry that the Procurement Manager deems necessary to make a determination regarding a protest. The Procurement Manager shall issue a written determination granting or denying the protest. The written determination shall contain a concise statement of the basis for the determination.

(d) *Appeal:* If the protesting party is not satisfied with the Procurement Manager's determination, the protesting party may appeal the determination to the County Manager by filing a written appeal, which sets forth the basis upon which the appeal is based, including all supporting documentation. The scope of the appeal shall be limited to the basis alleged in the Solicitation Protest. The appeal must be filed with the Procurement Manager within five business days of the date on which the Procurement Manager's written determination was sent to the protesting party. Failure to timely file an appeal shall constitute a waiver of the protesting party's rights to an appeal of the Procurement Manager's determination, and the protesting party shall be forever barred from subsequently raising or appealing said Solicitation defects in a subsequent award protest, if any, or any other administrative or legal proceeding. After considering the appeal, the County Manager must determine whether the solicitation should stand, be revised, or be cancelled, and issue a written determination and provide copies of the determination to the protesting party. The determination of the County Manager shall be final and not subject to further appeal under this code.

(3) *Award Protest.* Any Bidder who is not the intended awardee and who claims to be the rightful awardee may file an award protest. However, an award protest is not valid and shall be rejected for lack of standing if it does not demonstrate that the protesting party would be awarded the Solicitation if its protest is upheld.

(a) *Basis of the Award Protest:* The alleged basis for an Award Protest shall be limited to the following:

- i. The protesting party was incorrectly deemed non-responsive due to an incorrect assessment of fact or law;
- ii. The County failed to substantively follow the procedures or requirements specified in the solicitation documents, except for minor irregularities that were waived by the County in accordance with this Code, which resulted in a competitive disadvantage to the protesting party; and
- iii. The County made a mathematical error in evaluating the responses to the solicitation, resulting in an incorrect score and not *protesting party not being selected for award*.

(b) *Timing and Content of the Award Protest:* The Award Protest must be in writing and must be received by the Procurement Manager, twhite@alachuacounty.us by no later than 3:00 PM on the third business day after the County's proposed Award decision was posted by the County. Failure to timely file an Award Protest shall constitute a total and complete waiver of the Bidder's right to protest or appeal the County's proposed Award decision in any administrative or legal proceeding. In the event an Award Protest is timely filed, the protesting party shall be deemed to have waived any and all proposed Award defects that were not timely alleged in the protesting party's Award Protest, and the protesting party shall be forever barred from subsequently raising or appealing said Award defects in any administrative or legal proceeding. The Award Protest must include, at a minimum, the following information:

- i. The name, address, e-mail and telephone number of the protesting party;
- ii. The Solicitation number and title;
- iii. Information sufficient to establish that the protesting party's response was responsive to the Solicitation;
- iv. Information sufficient to establish that the protesting party has legal standing to file the Solicitation Protest because:
 1. The protesting party submitted a response to the Solicitation or other basis for establishing legal standing;
 2. The protesting party has a substantial interest in and is aggrieved in connection with the proposed Award decision; and
 3. The protesting party, and not any other bidder, should be awarded the Solicitation if the protesting party's Award Protest is upheld.
- v. A detailed statement of the basis for the protest;
- vi. References to section of the Code, Florida Statutes, County policies or procedure or solicitation term that the protesting party alleges have been violated by the County or that entitles the protesting party to the relief requested;

- vii. All supporting evidence or documents that substantiate the protesting party's alleged basis for the protest; and
 - viii. The form of the relief requested.
- (c) *Review and Determination of Protest:* If the Award Protest is not timely, the Procurement Manager shall notify the protesting party that the Award Protests is untimely and, therefore, rejected. The Procurement Manager shall consider all timely Award Protests and may conduct any inquiry that the county Procurement Manager deems necessary to resolve the protest by mutual agreement or to make a determination regarding the protests. The Procurement Manager shall issue a written determination granting or denying each protest. The written determination shall contain a concise statement of the basis for the determination.
- (d) Appeal:
 - i. If the protesting party is not satisfied with the Procurement Manager's determination, the protesting party may appeal the determination to the County Manager by filing a written appeal, which sets forth the basis upon which the appeal is based. The scope of the appeal shall be limited to the basis alleged in the award protest. The appeal must be filed with the Procurement Manager within five business days of the date on which the Procurement Manager's written determination was mailed to the protesting party. Failure to timely file an appeal shall constitute a waiver of the protesting party's rights to an appeal of the Procurement Manager's determination, and the protesting party shall be forever barred from subsequently raising or appealing said award defects in any administrative or legal proceeding.
 - ii. After reviewing the appeal, the County Manager will issue a written final determination and provide copies of the determination to the protesting party. Prior to issuing a final determination, the County Manager, in his or her discretion, may direct a hearing officer, or magistrate, to conduct an administrative hearing in connection with the protest and issue findings and recommendations to the County Manager. Prior to a hearing, if held, the Procurement Manager must file with the hearing officer the protest, any background information, and his or her written determination. The protesting party and the County shall equally share the cost of conducting any hearing, including the services of the hearing officer. If applicable, the County Manager may wait to issue a written final determination until after receipt of the findings and recommendations of the hearing officer. The determination of the County Manager shall be final and not subject to further appeal under this code.
- (4) *Burden of Proof:* Unless otherwise provide by Florida law, the burden of proof shall rest with the protesting party.
- (5) *Stay of Procurements during Protests.* In the event of a timely protest, the County shall not proceed further with the solicitation or with the award of the contract until the Procurement Manager, after consultation with the head of the using department, makes a written determination that the award of the solicitation without delay is:
 - (a) Necessary to avoid an immediate and serious danger to the public health, safety, or welfare;
 - (b) Necessary to avoid or substantial reduce significant damage to County property;
 - (c) Necessary to *avoid or substantially reduce interruption of essential County Services; or;*
 - (d) Otherwise in the best interest of the public.



Alachua County, Florida

Procurement

Theodore "TJ" White, Jr. CPPB, Procurement Manager
County Administration Building, Gainesville, FL 32601
(352) 374-5202

EXECUTIVE SUMMARY

RFP No. RFP 25-28-PM

Alachua County Crisis Center Telephone System

RESPONSE DEADLINE: July 10, 2024 at 2:00 pm

Monday, September 23, 2024

SOLICITATION OVERVIEW

Project Title	Alachua County Crisis Center Telephone System
Project ID	RFP 25-28-PM
Project Type	Request For Proposal
Release Date	May 15, 2024
Due Date	July 10, 2024
Procurement Agent	Precious Merriweather
Evaluators	Ariel Drescher, Alexandra Martinez, dennis garraty

EXECUTIVE SUMMARY

RFP No. RFP 25-28-PM

Alachua County Crisis Center Telephone System

Project Description	<p>The Alachua County Crisis Center offers 24/7 crisis and suicide intervention services, including crisis phone counseling, mobile response teams, emergency walk-in services, and ongoing counseling. The Center operates a local crisis hotline as well as answers calls to the national 988 Suicide and Crisis Lifeline, averaging about 50,000 calls total annually. The Center staff includes 27 paid employees working alongside approximately 100 highly trained volunteers. Staff and volunteers work both in office and remotely around the country.</p> <p>In addition to using the phone system to respond to individuals in crisis, it is used to coordinate activities among staff and volunteers simultaneously. Given the call volume and nature of Center’s operations, administrative staff need to manage the scheduling of call takers with variable shifts (about 70 unique users annually). Additionally, supervisory staff need to be able to monitor calls for training and guidance, so they need to be able to see which call-takers are actively on a call, not currently available, etc.</p> <p>The Center uses iCarol software as its service database to record contact documentation, scheduling, and volunteer and staff management. iCarol offers integration with other software to share data, and telephone system integration with iCarol is important. As a 988 answering point, the Center needs to report on a variety of performance metrics including but not limited to answer rates, rates of dropped and abandoned calls, call duration, time of day, etc. Given the nature of the work and 24/7/365 around the clock operations, up time and response to service disruptions are critical.</p>
----------------------------	--

Introduction

Summary

Alachua County Board of County Commissioners (hereinafter, the “County” or “Alachua County”) is seeking proposals from qualified individuals or entities (hereinafter, referred to as "Consultant" or the “proposer”) for the provision of RFP 25-28-PM Alachua County Crisis Center Telephone System.

The following apply to this request for proposal: [Instruction to Proposers](#), [Terms and Conditions](#), [Insurance](#), [Scope of Work](#), [Proposal Requirements and Organization](#), [Request for Proposal Selection Procedures](#), [Evaluation Phases](#), [Attachments](#), [Submittals](#) and [Sample Agreement](#).

The Alachua County Crisis Center offers 24/7 crisis and suicide intervention services, including crisis phone counseling, mobile response teams, emergency walk-in services, and ongoing counseling. The Center operates a local crisis hotline as well as answers calls to the national 988 Suicide and Crisis Lifeline, averaging about 50,000 calls total annually. The Center staff includes 27 paid employees working alongside approximately 100 highly trained volunteers. Staff and volunteers work both in office and remotely around the country.

In addition to using the phone system to respond to individuals in crisis, it is used to coordinate activities among staff and volunteers simultaneously. Given the call volume and nature of Center’s operations, administrative staff need to manage the scheduling of call takers with variable shifts (about 70 unique users annually). Additionally, supervisory staff need to be able to monitor calls for training and guidance, so they need to be able to see which call-takers are actively on a call, not currently available, etc.

EXECUTIVE SUMMARY

RFP No. RFP 25-28-PM

Alachua County Crisis Center Telephone System

The Center uses iCarol software as its service database to record contact documentation, scheduling, and volunteer and staff management. iCarol offers integration with other software to share data, and telephone system integration with iCarol is important. As a 988 answering point, the Center needs to report on a variety of performance metrics including but not limited to answer rates, rates of dropped and abandoned calls, call duration, time of day, etc. Given the nature of the work and 24/7/365 around the clock operations, up time and response to service disruptions are critical.

Background

Location: Alachua County is located in North Central Florida. The County government seat is situated in Gainesville. Gainesville is located 70 miles southwest of Jacksonville, 129 miles southeast of Tallahassee, 140 miles northeast of Tampa - St. Petersburg and 109 miles northwest of Orlando. Alachua County has a population of over 270,000 and a regional airport. The County itself consists of a total area of 969 square miles.

Form of Government: Alachua County is governed by a Board of five (5) elected County Commissioners and operates under the established County Manager Charter form of government. In addition to the five County Commissioners, there are five elected Constitutional Officers: Supervisor of Elections, Sheriff, Clerk of the Court, Tax Collector and the Property Appraiser.

Contact Information

Precious Merriweather

Procurement Agent I

Email: pmerriweather@alachuacounty.us

Phone: [\(352\) 337-6269](tel:(352)337-6269)

Department:

Community Support Service's

Timeline

Solicitation Release Date	May 15, 2024
Pre-Solicitation Meeting (Non-Mandatory)	May 30, 2024, 10:00am Community Support Services Crisis Center 218 SE 24th ST, Gainesville, FL 32641
Question Submission Deadline	June 30, 2024, 12:01am
Solicitation Submission Deadline	July 10, 2024, 2:00pm

<p>Solicitation Opening – Teams Meeting</p>	<p>July 10, 2024, 2:00pm The scheduled solicitation opening will occur via Teams Meeting; the information to join is provided below. Attendance (live viewing) of the proposals opening is not required.</p> <p>Join Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting</p> <p>https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTQyYzk5YzMtZDc4ZS00N2lxLTljMWUtMjAwNTQwN2NjNTNi%40thread.v2/0?context=%7b%22Tid%22%3a%2290fc851d-766d-4d7b-a09c-bfbf1d2dac94%22%2c%22Oid%22%3a%22c82ab8e7-6ee1-4cd5-9191-4aa322a1828f%22%7d</p> <p>Meeting ID: 259 625 692 241 Passcode: yX9G3Q Download Teams Join on the web Or call in (audio only) +1 469-998-7938,,366862554# United States, Dallas Phone Conference ID: 366 862 554#</p> <p>If you have a disability and need an accommodation in order to participate, please contact the Alachua County ADA Coordinator at ADA@alachuacounty.us or Equal Opportunity Office at 352-374-5275 at least 7 business days prior to the event. If you are unable to notify the Office prior to the event, please inform an Alachua County employee that you need assistance. TDD/TTY users, please call 711 (Florida Relay Service).</p>
--	--

SOLICITATION STATUS HISTORY

EXECUTIVE SUMMARY

RFP No. RFP 25-28-PM

Alachua County Crisis Center Telephone System

Date	Changed To	Changed By
Mar 11, 2024 4:37 PM	Draft	Precious Merriweather
Apr 9, 2024 5:03 PM	Review	Precious Merriweather
May 15, 2024 9:09 AM	Final	Precious Merriweather
May 15, 2024 9:10 AM	Post Pending	Precious Merriweather
May 15, 2024 2:00 PM	Open	OpenGov Bot
Jul 10, 2024 2:00 PM	Pending	OpenGov Bot
Jul 25, 2024 4:26 PM	Evaluation	Precious Merriweather

PROPOSALS RECEIVED

Status	Vendor	Contact Info	Submission Date
Submitted	Interact Strategies Inc	Francois Veyrat fveyrat@interactstrategies.com (646) 327-0446	Jul 10, 2024 12:56 PM
No Bid	M.P.G.& Company, Inc.	Robin Green mpg8949@aol.com	May 16, 2024 9:27 AM
Submitted	TTEC Digital	Amy Schmidt amy.schmidt@ttecdigital.com (952) 841-4034	Jul 10, 2024 10:32 AM
Excluded	NWN Corporation	Laura Pringle lpringle@nwncarousel.com (813) 864-8802	Jul 10, 2024 10:57 AM

VENDOR QUESTIONNAIRE PASS/FAIL

Question Title	Interact Strategies Inc	TTEC Digital
Corporate Resolution Granting Signature	Pass	Pass
State Compliance	Pass	Pass
Public Record Trade Secret or Proprietary Confidential Business Information Exemption Request	Pass	
Public Record Trade Secret or Proprietary Confidential Business Information Exemption Request	Pass	
Public Record Trade Secret or Proprietary Confidential Business Information Exemption Request	Pass	

Question Title	Interact Strategies Inc	TTEC Digital
Small Business Enterprise Option 1: SBE Proposer	Pass	Pass
Aachua County Small Business Enterprise Certificate	No Response	No Response
Small Business Enterprise Option 2: 30% SBE Proposer Participation	Pass	Pass
Aachua County Small Business Enterprise Certificate	No Response	No Response
Small Business Enterprise Option 3: 15% - 29% SBE Prosper Participation	Pass	Pass
Aachua County Small Business Enterprise Certificate	No Response	No Response
Small Business Enterprise Option 4: No Subcontractors	Pass	Pass
Consultant Small Business Enterprise Good Faith Effort Option 5.	Pass	Pass
Aachua County Government Minimum Wage	Pass	Pass
Aachua County Location Preference	Pass	
Drug Free Workplace	Pass	Pass
Vendor Eligibility	Pass	Pass
NON-SBE Subcontractors	Pass	Pass
Responsible Agent Designation	Pass	Pass
Conflict of Interest	Pass	Pass
Vendor Security Checklist	Pass	Pass
Request for Proposal Submittal Documentation	Pass	Pass
Acknowledgement of Requirements	Pass	Pass

QUESTIONS AND ANSWERS

Approved, Unanswered Questions

Approved, Answers Provided

1. Pre-Solicitation Meeting

May 28, 2024 3:20 PM

Question: Can the pre-bid meeting be attended in person?

May 28, 2024 3:20 PM

Answered by Precious Merriweather: Public meetings are available for both in-person and online attendance. This Pre-Bid meeting is non-mandatory.

May 29, 2024 12:46 PM

2. contract length

May 31, 2024 11:37 AM

Question: Is Alachua County looking for a 1, 2 or 3 year subscription?

May 31, 2024 11:37 AM

Answered by Tom Tonkavich: Alachua County intends to offer a one-year agreement that includes an option to renew for three additional one-year periods.

Jun 11, 2024 1:31 PM

3. No subject

May 31, 2024 5:41 PM

Question: Will Alachua County provide its own telecom carrier TFN's, DIDs, and trunking?

May 31, 2024 5:41 PM

Answered by dennis garraty: The Crisis Center does not use any Toll-Free Numbers (TFNs). Alachua County will port the Direct Inward Dialing numbers (DIDs) currently in use by the Crisis Center staff, with the stipulation that Alachua County retains ownership of the DIDs. The vendor's proposal should include provisions for trunking.

Jun 7, 2024 10:20 AM

4. No subject

May 31, 2024 5:41 PM

Question: If Alachua County is providing its own carrier, is the carrier cloud or premise-based?

May 31, 2024 5:41 PM

Answered by dennis garraty: The vendor's proposal should include details on carrier provisioning.

Jun 7, 2024 10:20 AM

5. No subject

May 31, 2024 5:42 PM

Question: Alachua County indicated that staff currently have DIDs (Direct Inward Dialed Numbers) and must maintain them in the new solution. Does Alachua also provide DIDs to its agents?

May 31, 2024 5:42 PM

Answered by dennis garraty: Alachua County will port the Direct Inward Dialing numbers (DIDs) currently in use by the Crisis Center staff, with the stipulation that Alachua County retains ownership of the DIDs.

Jun 7, 2024 10:20 AM

6. No subject

May 31, 2024 5:42 PM

Question: What is the current telephony (UC) system used by the Alachua County Crisis Center?

May 31, 2024 5:42 PM

Answered by dennis garraty: Cisco Unified Communications Manager (CUCM)

Jun 7, 2024 10:20 AM

7. No subject

May 31, 2024 5:43 PM

Question: What is the current contact center (CCaaS) system used by the Alachua County Crisis Center?

May 31, 2024 5:43 PM

Answered by dennis garraty: The Alachua County Crisis Center does not currently have a CCaaS (Contact Center as a Service) solution. They are currently part of the County phone system, running Cisco Unified Communications Manager (CUCM).

Jun 7, 2024 10:20 AM

8. No subject

May 31, 2024 5:43 PM

Question: Does Alachua County have a list of preferred/approved VoIP UC telephony sets? If so please provide.

May 31, 2024 5:43 PM

Answered by dennis garraty: No, Alachua County does not have a list of preferred/approved VoIP UC telephony sets. Crisis Center staff currently use Cisco 8851 IP Phones (CP-8851-K9=), which can be repurposed if they are compatible with the vendor's proposed solution.

Jun 7, 2024 10:20 AM

9. No subject

May 31, 2024 5:44 PM

Question: What web browsers are approved for use in Alachua County?

May 31, 2024 5:44 PM

Answered by Julian Ancion: Microsoft Edge, Google Chrome, and Mozilla Firefox.

Jun 20, 2024 9:28 AM

10. No subject

May 31, 2024 5:44 PM

Question: Does the new solution have to be HIPPA-compliant?

May 31, 2024 5:44 PM

Answered by Ariel Drescher: Yes.

Jun 5, 2024 11:19 AM

11. No subject

May 31, 2024 5:44 PM

Question: Does the new solution have to be PCI-compliant?

May 31, 2024 5:44 PM

Answered by Julian Ancion: No, we do not work with any consumer card information.

Jun 21, 2024 2:39 PM

12. No subject

May 31, 2024 5:44 PM

Question: Is this project considered a Fed Ramp project?

May 31, 2024 5:44 PM

Answered by Julian Ancion: I do not believe this would be considered a FedRAMP project.

Jun 21, 2024 2:39 PM

13. No subject

May 31, 2024 5:45 PM

Question: Has Alachua County verified if iCarol offers API's for integration to other cloud services? Please provide.

May 31, 2024 5:45 PM

Answered by Precious Merriweather: Please reference Addendum 3 as we have included an attachment to address iCarol.

Jun 27, 2024 2:22 PM

14. No subject

May 31, 2024 5:45 PM

Question: Does Alachua County Crisis Center use (SSO) Single Sign-on?

May 31, 2024 5:45 PM

Answered by Ariel Drescher: For staff, yes. Volunteers do not.

Jun 5, 2024 11:42 AM

15. No subject

May 31, 2024 5:45 PM

Question: Does Alachua County Crisis Center use (SCIM) System for Cross-domain Identity Management?

May 31, 2024 5:45 PM

Answered by Julian Ancion: No, we do not use any SCIM.

Jun 20, 2024 9:28 AM

16. Extension

Jun 7, 2024 10:21 AM

Question: Will the County extend the deadline?

Jun 7, 2024 10:21 AM

Answered by Precious Merriweather: Please reference Addendum #2 for the extension information.

Jun 11, 2024 1:31 PM

17. No subject

Jun 12, 2024 11:33 AM

Question: How many Direct Inward Dialing numbers (DIDs) will port to new system? What is the maximum number on agents answering calls simultaneously? Will user of new system receive/make internal calls to existing system (CUCM) or other PBX's within county?

Jun 12, 2024 11:33 AM

Answered by dennis garraty: How many Direct Inward Dialing numbers (DIDs) will port to new system? 28 What is the maximum number on agents answering calls simultaneously? 28 Will user of new system receive/make internal calls to existing system (CUCM) or other PBX's within county? No

Jul 2, 2024 1:43 PM

18. RFP

Jun 26, 2024 1:45 PM

Question: Can we please know who was involved in the creation of the RFP? Any company, consultants or agency was involved?

Jun 26, 2024 1:45 PM

Answered by Tom Tonkavich: The RFP was developed in house by County staff after various meetings and discussions with other similar call centers and exploratory meetings with a range of possible vendors to review the product offerings currently in the market.

Jul 2, 2024 1:43 PM

19. Usage

Jun 26, 2024 1:47 PM

Question: What are some of the key business drivers that you wish to accomplish with this replacement?

Jun 26, 2024 1:47 PM

Answered by Ariel Drescher: Increased remoted call-taker availability/capability; call metrics reporting ability; ease of supervisory tools like call monitoring, ease of call-taker use.

Jul 8, 2024 11:56 AM

20. RFP

Jun 26, 2024 1:50 PM

Question: Is the project approved and budgeted?

Jun 26, 2024 1:50 PM

Answered by Tom Tonkavich: Yes, it is currently approved and budgeted, though County appropriations are generally subject to an annual budget adoption process.

Jul 2, 2024 1:44 PM

ADDENDA & NOTICES

ADDENDA ISSUED:

Addendum #1

May 30, 2024 8:40 AM

Please use the [See What Changed](#) link to view all the changes made by this addendum.

Addendum #2

Jun 7, 2024 1:38 PM

Solicitation due date extended to July 10th.

Please use the [See What Changed](#) link to view all the changes made by this addendum.

Addendum #3

Jun 27, 2024 2:15 PM

Please use the [See What Changed](#) link to view all the changes made by this addendum.

Added attachment C - iCarol-TelephonyIntegration-2023-10.

ADDENDA ACKNOWLEDGEMENTS:

Addendum #1

Proposal	Confirmed	Confirmed At	Confirmed By
TTEC Digital	X	Jul 9, 2024 11:05 PM	Amy Schmidt
NWN Corporation	X	Jun 19, 2024 9:47 AM	Laura Pringle
Interact Strategies Inc	X	Jul 8, 2024 7:17 PM	Francois Veyrat

Addendum #2

Proposal	Confirmed	Confirmed At	Confirmed By
TTEC Digital	X	Jul 9, 2024 11:05 PM	Amy Schmidt
NWN Corporation	X	Jun 19, 2024 9:47 AM	Laura Pringle
Interact Strategies Inc	X	Jul 8, 2024 7:17 PM	Francois Veyrat

Addendum #3

Proposal	Confirmed	Confirmed At	Confirmed By
TTEC Digital	X	Jul 9, 2024 11:05 PM	Amy Schmidt
NWN Corporation	X	Jul 5, 2024 3:11 PM	Laura Pringle
Interact Strategies Inc	X	Jul 8, 2024 7:17 PM	Francois Veyrat

NOTICES ISSUED:

Notice #1

May 21, 2024 1:54 PM

Alachua County Procurement announces a public meeting to which all persons are invited to attend an Information Meeting on **Thursday, May 30, 2024, at 10:00 AM**, for vendors to attend and ask questions about the process and the solicitation.

Topic: Public Notice of Informational Meeting for RFA 25-28-PM Alachua County Crisis Center Telephone System
Time: Thursday, May 30, 2024, at 10:00 AM Eastern Time (US and Canada)
Location: Community Support Services
Crisis Center
218 SE 24th ST,
Gainesville, FL 32641

Join Microsoft Teams meeting
Join on your computer, mobile app or room device
Click here to join the meeting

https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F%20%23%2F%2Fmeetup-join%2F19%3Ameeting_ZTQyYzk5YzMtZDc4ZS00N2IxLTljMWUtMjAwNTQwN2NjNTNi%40thread.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%252290fc851d-766d-4d7b-a09c-bfbf1d2dac94%2522%252c%2522Oid%2522%253a%2522c82ab8e7-6ee1-4cd5-9191-4aa322a1828f%2522%257d%26anon%3Dtrue&type=meetup-join&deeplinkId=0c3d361f-dae6-4c62-8a4d-54b167fec53c&directDl=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true

Meeting ID: 259 625 692 241
Passcode: yX9G3Q
Download Teams | Join on the web
Or call in (audio only)
+1 469-998-7938,,366862554# United States, Dallas
Phone Conference ID: 366 862 554#

EXECUTIVE SUMMARY
RFP No. RFP 25-28-PM
Alachua County Crisis Center Telephone System

Attachments:

· [Public Notice for RFA 25-28-PM Alachua County Crisis Center Telephone System Pre-Solicitation Meeting](#)

Notice #2

Jul 10, 2024 2:41 PM

BT Receive Only 25-28-PM Alachua County Crisis Center Telephone System

Attachments:

· [BT Receive Only 25-28-PM Alachua County Crisis Center Telephone System](#)

Notice #3

Aug 30, 2024 4:28 PM

Alachua County Procurement announces a public meeting to which all persons are invited to attend an Evaluation Committee Meeting on **Thursday, September 5, 2024 at 9:00 am**, to discuss and update of the proposals for competitive solicitation for [RFP 25-28-PM Alachua County Crisis Center Telephone System](#). The final recommendations will be sent to the Alachua County Board of County Commissioners.

-
Topic: Public Notice of Evaluation Committee Meeting for [RFP 25-28-PM Alachua County Center Telephone System](#)
Time: Thursday September 5, 2024, at 9:00 am Eastern Time (US and Canada)
Location: Community Support Services
Crisis Center
218 SE 24th ST,
Gainesville, FL 32641

Microsoft Teams [Need help?](#)

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZmU0NzYwY2UtN2I0NS00DhLTg2NTYtN2QzYzMOY2ZjMjc%40thread.v2/0?context=%7b%22Tid%22%3a%2290fc851d-766d-4d7b-a09c-bfbf1d2dac94%22%2c%22Oid%22%3a%22a7415bac-2a66-4acb-a196-d73a8994b0a7%22%7d

Meeting ID: 272 529 598 716

Passcode: TQUJMG

Dial in by phone

[+1 469-998-7938](tel:+14699987938), [774960050#](tel:+14699987938) United States, Dallas

[Find a local number](#)

Phone conference ID: 774 960 050#

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

These meetings are subject to change and/or cancellation. If you have any questions regarding these meetings, please call 352.384.3090. All persons are advised that, if they decide to contest any decision made at any of these meetings, they will need a record of the proceedings and, for such purpose, they may need to ensure that verbatim record of the proceedings is made which record includes the testimony and evidence upon which the appeal is to be based. If any accommodations are needed for persons with disabilities, please contact the County's Equal Opportunity Office at (352)374-5275 or (TTD) (352)-374-5284.

Attachments:

· [PM Notice RFP 25-28 Crisis Center](#)

EXECUTIVE SUMMARY

RFP No. RFP 25-28-PM

Alachua County Crisis Center Telephone System

Notice #4

Sep 5, 2024 10:25 AM

Recording, Meeting Minutes and Agenda for the Public Meeting held on September 5th.

Attachments:

- [25-28-PM Crisis Center Public Meeting-20240905 091600-Meeting Recording](#)
- [RFP 25-28-PM - Meeting Minutes](#)
- [RFP Agenda RFP 25-28-PM Crisis Center](#)

Notice #5

Sep 9, 2024 4:16 PM

Alachua County Procurement announces a public meeting to which all persons are invited to attend an Evaluation Committee Meeting on **Friday, September 20, 2024 at 11:00 am**, to discuss and update of the proposals for competitive solicitation for [RFP 25-28-PM Alachua County Crisis Center Telephone System](#). The final recommendations will be sent to the Alachua County Board of County Commissioners.

Topic: Public Notice of Evaluation Committee Oral Presentation Meeting for [RFP 25-28-PM Alachua County Center Telephone System](#)

Time: Friday September 20, 2024, at 11:00 am Eastern Time (US and Canada)

Location: County Administration Building
Third Floor Conference Room
12 SE 1st Street
Gainesville, FL 32601

Microsoft Teams [Need help?](#)

https://teams.microsoft.com/l/meetup-join/19%3ameeting_YTk4YTRjYjAtNzRiNi00NzA3LWJmMDUtNTU2MzcxNGQ1Mjlx%40thread.v2/0?context=%7b%22Tid%22%3a%2290fc851d-766d-4d7b-a09c-bfbf1d2dac94%22%2c%22Oid%22%3a%22a7415bac-2a66-4acb-a196-d73a8994b0a7%22%7d

Meeting ID: 248 042 005 615

Passcode: kdhXoC

Dial in by phone

[+1 469-998-7938,,290962887#](#) United States, Dallas

[Find a local number](#)

Phone conference ID: 290 962 887#

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

These meetings are subject to change and/or cancellation. If you have any questions regarding these meetings, please call 352.384.3090. All persons are advised that, if they decide to contest any decision made at any of these meetings, they will need a record of the proceedings and, for such purpose, they may need to ensure that verbatim record of the proceedings is made which record includes the testimony and evidence upon which the appeal is to be based. If any accommodations are needed for persons with disabilities, please contact the County's Equal Opportunity Office at (352)374-5275 or (TTD) (352)-374-5284.

EVALUATION

PHASE 2

EVALUATORS

Name	Title	Agreement Accepted On
Ariel Drescher	Clinical Data Management Supervisor	Jul 26, 2024 11:57 AM
dennis garraty	security and telecom manager	Jul 26, 2024 4:21 PM
Alexandra Martinez	Director Crisis Center	Jul 29, 2024 3:18 PM

EVALUATION CRITERIA

Criteria	Scoring Method	Weight (Points)
Ability and Competency of the Consultant	Points Based	50 (12.5% of Total)

Description:

- A. Did the Consultant provide a brief statement of background, organization, and size?
- B. Does the Consultant have experience with past work of similar scope and budget?
Has the Consultant recently done this type of work for a state, or local government in the past?
- C. Does the Consultant’s workload and ability satisfy County requirements for this project?
- D. Is any of this work to be subcontracted? If so, what are the abilities of the firm(s) to be subcontracted?

Based on questions above, award points as follows:

- A. 50 - 40 points - Exceptional Experience
- B. 39 - 20 points - Average Experience
- C. 19 - 0 points - Minimal Experience

Criteria	Scoring Method	Weight (Points)
Project Manager and Project Team's Competency and Qualifications	Points Based	30 (7.5% of Total)

Description:

- A. Was a project team identified?
- B. Do the Project Manager, Project Team and Key Staff have experience with projects comparable in size and scope?
- C. Do the Project Manager, Project Team and Key Staff have experience with state or local government?

EXECUTIVE SUMMARY

RFP No. RFP 25-28-PM

Alachua County Crisis Center Telephone System

- D. Does the Project Manager have a stable job history?
- E. Is the team makeup appropriate for the project?
- F. Are there factors, such as unique abilities, which would make a noticeable (positive) impact on the project?
- G. Was a point of contact identified?
- H. Was there an alternate to the point of contact identified?
- I. Are the subcontractors, if any, identified?
- J. Does the subcontractor have experience with projects comparable in size and scope?

Based on questions above, award points as follows:

- A. 30 - 20 points - Exceptional Experience
- B. 19 - 10 points - Average Experience
- C. 9 - 0 points - Minimal Experience

Criteria	Scoring Method	Weight (Points)
Project Understanding and Approach	Points Based	50 (12.5% of Total)

Description:

- A. Did the proposal indicate a thorough understanding of the project, the scope, and objectives through a concise narrative?
- B. Did the Consultant describe the approach to the provision of services as required and the specific work plan to be employed to implement it?
- C. Is the appropriate emphasis placed on the various work tasks?
- D. Did the firm develop a workable approach to the project?
- E. Does the proposal specifically address the County's needs or is it "generic" in content?
- F. Does the proposal indicate how this project fits into the total workload of the Consultant during the project period?

Based on questions above, award points as follows:

- A. 50 - 40 points - Exceptional Experience
- B. 39 - 20 points - Average Experience
- C. 19 - 0 points - Minimal Experience

EXECUTIVE SUMMARY

RFP No. RFP 25-28-PM

Alachua County Crisis Center Telephone System

Criteria	Scoring Method	Weight (Points)
Ability to meet Project Schedule and Budget Requirements	Points Based	30 (7.5% of Total)

Description:

- A. Did Consultant provide a draft project schedule that includes: milestones, individual tasks and major deliverable deadlines?
- B. Is the draft project schedule reasonable based on quantity of personnel assigned to the project?
- C. Did the Consultant provide the Project Manager, Project Team, and Key Staff's percentage of involvement, tasks and/or hours assigned?
- D. Are the hours assigned to the various team members for each task appropriate?
- E. Is the pricing provided reasonable for the project's tasks?
- F. Is the pricing in line with the County's budget?
- G. Does the information contained in the proposal indicate that the firm will, or will not, meet time and budget requirement?

Based on questions above, award points as follows:

- A. 30 - 20 points - Exceptional Experience
- B. 19 - 10 points - Average Experience
- C. 9 - 0 points - Minimal Experience

Criteria	Scoring Method	Weight (Points)
Proposal Organization	Points Based	10 (2.5% of Total)

Description:

- A. Was proposal organization per the RFP? Did Consultant include a letter of interest?
- B. Was all required paperwork submitted and completed appropriately?
- C. Did the proposal contain an excessive amount of generic boilerplate, resumes, pages per resume, photographs, etc.?

Based on questions above, award points as follows:

- A. 10 - 8 points - Exceptional Experience
- B. 7 - 5 points - Average Experience
- C. 4 - 0 points - Minimal Experience

EXECUTIVE SUMMARY
 RFP No. RFP 25-28-PM
 Alachua County Crisis Center Telephone System

Criteria	Scoring Method	Weight (Points)
Volume of Previous Work (VOW) awarded by the County	Points Based	5 (1.3% of Total)

Description:
 Points Provided by Procurement.

Criteria	Scoring Method	Weight (Points)
Location	Points Based	10 (2.5% of Total)

Description:
 Points Provided by Procurement.

Criteria	Scoring Method	Weight (Points)
Small Business Enterprise Participation (SBE)	Points Based	15 (3.8% of Total)

Description:
 Points Provided by Procurement.

Criteria	Scoring Method	Weight (Points)
Understanding of Project	Points Based	50 (12.5% of Total)

- Description:
- A. Did the presentation indicate a thorough understanding of the project? Is the appropriate emphasis placed on the various work tasks?
 - B. Was the presentation more specific to the County's project or a "generic" presentation?
 - C. Did the firm develop a workable approach to the project?

Criteria	Scoring Method	Weight (Points)
Responsiveness to Questions	Points Based	40 (10% of Total)

- Description:
- A. Were questions answered directly or evasively?
 - B. Were answers to questions clear and concise or scrambled and verbose?

Criteria	Scoring Method	Weight (Points)
Project Team	Points Based	50 (12.5% of Total)

Description:

- A. Did the project team participate?
- B. Was project team plan of action presented and how specifically did it address the project?
- C. Was there participation from any subcontracted firms? What was the impact of their participation?

Criteria	Scoring Method	Weight (Points)
Project Manager	Points Based	50 (12.5% of Total)

Description:

- A. Does the project manager have experience with responsibility for projects of comparable size and scope? Did he/she have a good understanding of this project?
- B. Did the project manager participate in the presentation? How effectively did he/she communicate ideas and respond to questions?

Criteria	Scoring Method	Weight (Points)
Other	Points Based	10 (2.5% of Total)

Description:

- A. Award additional points for unique experience or abilities; organization of approach; understanding of "why it is to be done", as well as, "what is to be done," etc. Do not award points for excessive boilerplate, excessive participation by "business development", and use of "professional" presenters.
- B. The Other Factors to be considered, but not limited to, are those items, such as Small Business Enterprise status, past performance, and previous amount of work for Alachua County. Fee proposals, when requested and deemed appropriate, are also to be considered in the evaluation process, where the request for such fees is in accordance with the County's Procurement Code.

AGGREGATE SCORES SUMMARY

EXECUTIVE SUMMARY

RFP No. RFP 25-28-PM

Alachua County Crisis Center Telephone System

Vendor	Ariel Drescher	dennis garraty	Alexandra Martinez	Total Score (Max Score 400)
Interact Strategies Inc	318	330	320	322.67
TTEC Digital	315	330	230	291.67
NWN Corporation Excluded	80	129	96	101.67

VENDOR SCORES BY EVALUATION CRITERIA

Vendor	Ability and Competency of the Consultant Points Based 50 Points (12.5%)	Project Manager and Project Team's Competency and Qualifications Points Based 30 Points (7.5%)	Project Understanding and Approach Points Based 50 Points (12.5%)	Ability to meet Project Schedule and Budget Requirements Points Based 30 Points (7.5%)
Interact Strategies Inc	40.3	19.3	42.3	20.7
TTEC Digital	32.7	17.7	34.7	18.7
NWN Corporation Excluded	38.3	17.3	26.7	13

Vendor	Proposal Organization Points Based 10 Points (2.5%)	Volume of Previous Work (VOW) awarded by the County Points Based 5 Points (1.3%)	Location Points Based 10 Points (2.5%)	Small Business Enterprise Participation (SBE) Points Based 15 Points (3.8%)
Interact Strategies Inc	8	5	0	0
TTEC Digital	7	5	10	0
NWN Corporation Excluded	6.3	0	0	0

Vendor	Understanding of Project Points Based 50 Points (12.5%)	Responsiveness to Questions Points Based 40 Points (10%)	Project Team Points Based 50 Points (12.5%)	Project Manager Points Based 50 Points (12.5%)
Interact Strategies Inc	46.7	36.7	46.7	47.7
TTEC Digital	40	36.7	45	38.3
NWN Corporation Excluded	0	0	0	0

Vendor	Other Points Based 10 Points (2.5%)	Total Score (Max Score 400)
Interact Strategies Inc	9.3	322.67
TTEC Digital	6	291.67
NWN Corporation	0	101.67
Excluded		

INDIVIDUAL PROPOSAL SCORES

Interact Strategies Inc

Ability and Competency of the Consultant | Points Based | 50 Points (12.5%)

Ariel Drescher: 45

Previous experience with Vibrant and with hybrid crisis center that is part of 988 network.

dennis garraty: 36

Alexandra Martinez: 40

Project Manager and Project Team's Competency and Qualifications | Points Based | 30 Points (7.5%)

Ariel Drescher: 15

Most criteria met but subcontractor’s experience with similar projects is unknown.

dennis garraty: 18

Alexandra Martinez: 25

Project Understanding and Approach | Points Based | 50 Points (12.5%)

Ariel Drescher: 45

Most criteria met and specifically addressed each scope requirement. Unsure if simultaneous ring criteria is met.

dennis garraty: 42

Alexandra Martinez: 40

Ability to meet Project Schedule and Budget Requirements | Points Based | 30 Points (7.5%)

Ariel Drescher: 15

dennis garraty: 22

Alexandra Martinez: 25

Proposal Organization | Points Based | 10 Points (2.5%)

EXECUTIVE SUMMARY

RFP No. RFP 25-28-PM

Alachua County Crisis Center Telephone System

Ariel Drescher: 8

dennis garraty: 9

Alexandra Martinez: 7

Volume of Previous Work (VOW) awarded by the County | Points Based | 5 Points (1.3%)

Ariel Drescher: 5

dennis garraty: 5

Alexandra Martinez: 5

Location | Points Based | 10 Points (2.5%)

Ariel Drescher: 0

dennis garraty: 0

Alexandra Martinez: 0

Small Business Enterprise Participation (SBE) | Points Based | 15 Points (3.8%)

Ariel Drescher: 0

dennis garraty: 0

Alexandra Martinez: 0

Understanding of Project | Points Based | 50 Points (12.5%)

Ariel Drescher: 45

dennis garraty: 50

Alexandra Martinez: 45

Responsiveness to Questions | Points Based | 40 Points (10%)

Ariel Drescher: 35

dennis garraty: 40

Alexandra Martinez: 35

Project Team | Points Based | 50 Points (12.5%)

Ariel Drescher: 50

dennis garraty: 50

Alexandra Martinez: 40

Project Manager | Points Based | 50 Points (12.5%)

Ariel Drescher: 45
dennis garraty: 48
Alexandra Martinez: 50

Other | Points Based | 10 Points (2.5%)

Ariel Drescher: 10
dennis garraty: 10
Alexandra Martinez: 8

TTEC Digital

Ability and Competency of the Consultant | Points Based | 50 Points (12.5%)

Ariel Drescher: 35
Previous work listed does not include crisis centers/hotlines; unclear if previous work focused on voice.
dennis garraty: 38
Alexandra Martinez: 25

Project Manager and Project Team's Competency and Qualifications | Points Based | 30 Points (7.5%)

Ariel Drescher: 18
Most criteria met but unknown if previous projects include similar size and scope. Principal solutions architect is local.
dennis garraty: 20
Alexandra Martinez: 15

Project Understanding and Approach | Points Based | 50 Points (12.5%)

Ariel Drescher: 35
Most criteria met and specifically addressed each scope requirement. Unsure if simultaneous ring criteria can be met.
dennis garraty: 44
Alexandra Martinez: 25

Ability to meet Project Schedule and Budget Requirements | Points Based | 30 Points (7.5%)

Ariel Drescher: 15
dennis garraty: 23
Alexandra Martinez: 18

Proposal Organization Points Based 10 Points (2.5%)
Ariel Drescher: 7
dennis garraty: 8
Alexandra Martinez: 6
Volume of Previous Work (VOW) awarded by the County Points Based 5 Points (1.3%)
Ariel Drescher: 5
dennis garraty: 5
Alexandra Martinez: 5
Location Points Based 10 Points (2.5%)
Ariel Drescher: 10
dennis garraty: 10
Alexandra Martinez: 10
Small Business Enterprise Participation (SBE) Points Based 15 Points (3.8%)
Ariel Drescher: 0
dennis garraty: 0
Alexandra Martinez: 0
Understanding of Project Points Based 50 Points (12.5%)
Ariel Drescher: 50
dennis garraty: 45
Alexandra Martinez: 25
Responsiveness to Questions Points Based 40 Points (10%)
Ariel Drescher: 40
dennis garraty: 40
Alexandra Martinez: 30
Project Team Points Based 50 Points (12.5%)
Ariel Drescher: 50
dennis garraty: 45

Alexandra Martinez: 40

Project Manager | Points Based | 50 Points (12.5%)

Ariel Drescher: 45

dennis garraty: 45

Alexandra Martinez: 25

Other | Points Based | 10 Points (2.5%)

Ariel Drescher: 5

dennis garraty: 7

Alexandra Martinez: 6

**NWN Corporation
 (Excluded)**

Ability and Competency of the Consultant | Points Based | 50 Points (12.5%)

Ariel Drescher: 35

Previous work listed does not include crisis centers/hotlines; unclear if previous work focused on voice.

dennis garraty: 40

Alexandra Martinez: 40

Project Manager and Project Team's Competency and Qualifications | Points Based | 30 Points (7.5%)

Ariel Drescher: 15

Most criteria met but unknown if previous projects include similar size and scope.

dennis garraty: 22

Alexandra Martinez: 15

Project Understanding and Approach | Points Based | 50 Points (12.5%)

Ariel Drescher: 15

Scope requirements are not specifically addressed.

dennis garraty: 40

Alexandra Martinez: 25

Ability to meet Project Schedule and Budget Requirements | Points Based | 30 Points (7.5%)

Ariel Drescher: 10

Highest pricing of proposals.

dennis garraty: 20

Alexandra Martinez: 9

Proposal Organization | Points Based | 10 Points (2.5%)

Ariel Drescher: 5

Followed organization of request but did not include specific creiteria information.

dennis garraty: 7

Alexandra Martinez: 7

Volume of Previous Work (VOW) awarded by the County | Points Based | 5 Points (1.3%)

Ariel Drescher: 0

dennis garraty: 0

Alexandra Martinez: 0

Location | Points Based | 10 Points (2.5%)

Ariel Drescher: 0

dennis garraty: 0

Alexandra Martinez: 0

Small Business Enterprise Participation (SBE) | Points Based | 15 Points (3.8%)

Ariel Drescher: 0

dennis garraty: 0

Alexandra Martinez: 0

Understanding of Project | Points Based | 50 Points (12.5%)

Ariel Drescher: 0

dennis garraty: 0

Alexandra Martinez: 0

Responsiveness to Questions | Points Based | 40 Points (10%)

Ariel Drescher: 0

dennis garraty: 0

Alexandra Martinez: 0

Project Team | Points Based | 50 Points (12.5%)

Ariel Drescher: 0
dennis garraty: 0
Alexandra Martinez: 0

Project Manager | Points Based | 50 Points (12.5%)

Ariel Drescher: 0
dennis garraty: 0
Alexandra Martinez: 0

Other | Points Based | 10 Points (2.5%)

Ariel Drescher: 0
dennis garraty: 0
Alexandra Martinez: 0

PHASE 1

EVALUATORS

Name	Title	Agreement Accepted On
Ariel Drescher	Clinical Data Management Supervisor	Jul 26, 2024 11:57 AM
dennis garraty	security and telecom manager	Jul 26, 2024 4:21 PM
Alexandra Martinez	Director Crisis Center	Jul 29, 2024 3:18 PM

EVALUATION CRITERIA

Criteria	Scoring Method	Weight (Points)
Ability and Competency of the Consultant	Points Based	50 (25% of Total)

Description:

- A. Did the Consultant provide a brief statement of background, organization, and size?
- B. Does the Consultant have experience with past work of similar scope and budget?
Has the Consultant recently done this type of work for a state, or local government in the past?
- C. Does the Consultant’s workload and ability satisfy County requirements for this project?
- D. Is any of this work to be subcontracted? If so, what are the abilities of the firm(s) to be subcontracted?

EXECUTIVE SUMMARY
 RFP No. RFP 25-28-PM
 Alachua County Crisis Center Telephone System

Based on questions above, award points as follows:

- A. 50 - 40 points - Exceptional Experience
- B. 39 - 20 points - Average Experience
- C. 19 - 0 points - Minimal Experience

Criteria	Scoring Method	Weight (Points)
Project Manager and Project Team's Competency and Qualifications	Points Based	30 (15% of Total)

Description:

- A. Was a project team identified?
- B. Do the Project Manager, Project Team and Key Staff have experience with projects comparable in size and scope?
- C. Do the Project Manager, Project Team and Key Staff have experience with state or local government?
- D. Does the Project Manager have a stable job history?
- E. Is the team makeup appropriate for the project?
- F. Are there factors, such as unique abilities, which would make a noticeable (positive) impact on the project?
- G. Was a point of contact identified?
- H. Was there an alternate to the point of contact identified?
- I. Are the subcontractors, if any, identified?
- J. Does the subcontractor have experience with projects comparable in size and scope?

Based on questions above, award points as follows:

- A. 30 - 20 points - Exceptional Experience
- B. 19 - 10 points - Average Experience
- C. 9 - 0 points - Minimal Experience

Criteria	Scoring Method	Weight (Points)
Project Understanding and Approach	Points Based	50 (25% of Total)

Description:

EXECUTIVE SUMMARY

RFP No. RFP 25-28-PM

Alachua County Crisis Center Telephone System

- A. Did the proposal indicate a thorough understanding of the project, the scope, and objectives through a concise narrative?
- B. Did the Consultant describe the approach to the provision of services as required and the specific work plan to be employed to implement it?
- C. Is the appropriate emphasis placed on the various work tasks?
- D. Did the firm develop a workable approach to the project?
- E. Does the proposal specifically address the County's needs or is it "generic" in content?
- F. Does the proposal indicate how this project fits into the total workload of the Consultant during the project period?

Based on questions above, award points as follows:

- A. 50 - 40 points - Exceptional Experience
- B. 39 - 20 points - Average Experience
- C. 19 - 0 points - Minimal Experience

Criteria	Scoring Method	Weight (Points)
Ability to meet Project Schedule and Budget Requirements	Points Based	30 (15% of Total)

Description:

- A. Did Consultant provide a draft project schedule that includes: milestones, individual tasks and major deliverable deadlines?
- B. Is the draft project schedule reasonable based on quantity of personnel assigned to the project?
- C. Did the Consultant provide the Project Manager, Project Team, and Key Staff's percentage of involvement, tasks and/or hours assigned?
- D. Are the hours assigned to the various team members for each task appropriate?
- E. Is the pricing provided reasonable for the project's tasks?
- F. Is the pricing in line with the County's budget?
- G. Does the information contained in the proposal indicate that the firm will, or will not, meet time and budget requirement?

Based on questions above, award points as follows:

- A. 30 - 20 points - Exceptional Experience
- B. 19 - 10 points - Average Experience
- C. 9 - 0 points - Minimal Experience

Criteria	Scoring Method	Weight (Points)
Proposal Organization	Points Based	10 (5% of Total)

Description:

- A. Was proposal organization per the RFP? Did Consultant include a letter of interest?
- B. Was all required paperwork submitted and completed appropriately?
- C. Did the proposal contain an excessive amount of generic boilerplate, resumes, pages per resume, photographs, etc.?

Based on questions above, award points as follows:

- A. 10 - 8 points - Exceptional Experience
- B. 7 - 5 points - Average Experience
- C. 4 - 0 points - Minimal Experience

Criteria	Scoring Method	Weight (Points)
Volume of Previous Work (VOW) awarded by the County	Points Based	5 (2.5% of Total)

Description:

Points Provided by Procurement.

Criteria	Scoring Method	Weight (Points)
Location	Points Based	10 (5% of Total)

Description:

Points Provided by Procurement.

Criteria	Scoring Method	Weight (Points)
Small Business Enterprise Participation (SBE)	Points Based	15 (7.5% of Total)

Description:

Points Provided by Procurement.

AGGREGATE SCORES SUMMARY

Vendor	Ariel Drescher	dennis garraty	Alexandra Martinez	Total Score (Max Score 200)
Interact Strategies Inc	133	132	142	135.67
TTEC Digital	125	148	104	125.67
NWN Corporation	95	144	111	116.67

VENDOR SCORES BY EVALUATION CRITERIA

Vendor	Ability and Competency of the Consultant Points Based 50 Points (25%)	Project Manager and Project Team's Competency and Qualifications Points Based 30 Points (15%)	Project Understanding and Approach Points Based 50 Points (25%)	Ability to meet Project Schedule and Budget Requirements Points Based 30 Points (15%)
Interact Strategies Inc	40.3	19.3	42.3	20.7
TTEC Digital	32.7	17.7	34.7	18.7
NWN Corporation	38.3	17.3	26.7	13

Vendor	Proposal Organization Points Based 10 Points (5%)	Volume of Previous Work (VOW) awarded by the County Points Based 5 Points (2.5%)	Location Points Based 10 Points (5%)	Small Business Enterprise Participation (SBE) Points Based 15 Points (7.5%)
Interact Strategies Inc	8	5	0	0
TTEC Digital	7	5	10	0
NWN Corporation	6.3	5	10	0

Vendor	Total Score (Max Score 200)
Interact Strategies Inc	135.67
TTEC Digital	125.67
NWN Corporation	116.67

INDIVIDUAL PROPOSAL SCORES

Interact Strategies Inc

Ability and Competency of the Consultant | Points Based | 50 Points (12.5%)

Ariel Drescher: 45

Previous experience with Vibrant and with hybrid crisis center that is part of 988 network.

dennis garraty: 36

Alexandra Martinez: 40

Project Manager and Project Team's Competency and Qualifications | Points Based | 30 Points (7.5%)

Ariel Drescher: 15

Most criteria met but subcontractor's experience with similar projects is unknown.

dennis garraty: 18

Alexandra Martinez: 25

Project Understanding and Approach | Points Based | 50 Points (12.5%)

Ariel Drescher: 45

Most criteria met and specifically addressed each scope requirement. Unsure if simultaneous ring criteria is met.

dennis garraty: 42

Alexandra Martinez: 40

Ability to meet Project Schedule and Budget Requirements | Points Based | 30 Points (7.5%)

Ariel Drescher: 15

dennis garraty: 22

Alexandra Martinez: 25

Proposal Organization | Points Based | 10 Points (2.5%)

Ariel Drescher: 8

dennis garraty: 9

Alexandra Martinez: 7

Volume of Previous Work (VOW) awarded by the County | Points Based | 5 Points (1.3%)

Ariel Drescher: 5

dennis garraty: 5

Alexandra Martinez: 5

Location | Points Based | 10 Points (2.5%)

Ariel Drescher: 0

dennis garraty: 0

Alexandra Martinez: 0

Small Business Enterprise Participation (SBE) | Points Based | 15 Points (3.8%)

Ariel Drescher: 0

dennis garraty: 0

Alexandra Martinez: 0

NWN Corporation

Ability and Competency of the Consultant | Points Based | 50 Points (12.5%)

Ariel Drescher: 35

Previous work listed does not include crisis centers/hotlines; unclear if previous work focused on voice.

dennis garraty: 40

Alexandra Martinez: 40

Project Manager and Project Team's Competency and Qualifications | Points Based | 30 Points (7.5%)

Ariel Drescher: 15

Most criteria met but unknown if previous projects include similar size and scope.

dennis garraty: 22

Alexandra Martinez: 15

Project Understanding and Approach | Points Based | 50 Points (12.5%)

Ariel Drescher: 15

Scope requirements are not specifically addressed.

dennis garraty: 40

Alexandra Martinez: 25

Ability to meet Project Schedule and Budget Requirements | Points Based | 30 Points (7.5%)

Ariel Drescher: 10

Highest pricing of proposals.

dennis garraty: 20

Alexandra Martinez: 9

Proposal Organization | Points Based | 10 Points (2.5%)

Ariel Drescher: 5
Followed organization of request but did not include specific creiteria information.
dennis garraty: 7
Alexandra Martinez: 7

Volume of Previous Work (VOW) awarded by the County Points Based 5 Points (1.3%)
Ariel Drescher: 5
dennis garraty: 5
Alexandra Martinez: 5

Location Points Based 10 Points (2.5%)
Ariel Drescher: 10
dennis garraty: 10
Alexandra Martinez: 10

Small Business Enterprise Participation (SBE) Points Based 15 Points (3.8%)
Ariel Drescher: 0
dennis garraty: 0
Alexandra Martinez: 0

TTEC Digital
Ability and Competency of the Consultant Points Based 50 Points (12.5%)
Ariel Drescher: 35
Previous work listed does not include crisis centers/hotlines; unclear if previous work focused on voice.
dennis garraty: 38
Alexandra Martinez: 25

Project Manager and Project Team's Competency and Qualifications Points Based 30 Points (7.5%)
Ariel Drescher: 18
Most criteria met but unknown if previous projects include similar size and scope. Principal solutions architect is local.
dennis garraty: 20
Alexandra Martinez: 15

Project Understanding and Approach | Points Based | 50 Points (12.5%)

Ariel Drescher: 35

Most criteria met and specifically addressed each scope requirement. Unsure if simultaneous ring criteria can be met.

dennis garraty: 44

Alexandra Martinez: 25

Ability to meet Project Schedule and Budget Requirements | Points Based | 30 Points (7.5%)

Ariel Drescher: 15

dennis garraty: 23

Alexandra Martinez: 18

Proposal Organization | Points Based | 10 Points (2.5%)

Ariel Drescher: 7

dennis garraty: 8

Alexandra Martinez: 6

Volume of Previous Work (VOW) awarded by the County | Points Based | 5 Points (1.3%)

Ariel Drescher: 5

dennis garraty: 5

Alexandra Martinez: 5

Location | Points Based | 10 Points (2.5%)

Ariel Drescher: 10

dennis garraty: 10

Alexandra Martinez: 10

Small Business Enterprise Participation (SBE) | Points Based | 15 Points (3.8%)

Ariel Drescher: 0

dennis garraty: 0

Alexandra Martinez: 0









ITA 25-28-PM Crisis Center Phone System_review

Final Audit Report

2024-10-01

Created:	2024-09-24
By:	Precious Merriweather (pmerriweather@alachuacounty.us)
Status:	Signed
Transaction ID:	CBJCHBCAABAAAXutsfCRljJrcQfu7pLuei_5pqucMe80w

"ITA 25-28-PM Crisis Center Phone System_review" History

-  Document created by Precious Merriweather (pmerriweather@alachuacounty.us)
2024-09-24 - 5:35:49 PM GMT
-  Document emailed to Precious Merriweather (pmerriweather@alachuacounty.us) for signature
2024-09-24 - 5:36:16 PM GMT
-  Email viewed by Precious Merriweather (pmerriweather@alachuacounty.us)
2024-09-24 - 5:43:15 PM GMT
-  Document e-signed by Precious Merriweather (pmerriweather@alachuacounty.us)
Signature Date: 2024-09-24 - 5:43:29 PM GMT - Time Source: server
-  Document emailed to TJ White (twhite@alachuacounty.us) for signature
2024-09-24 - 5:43:32 PM GMT
-  Email viewed by TJ White (twhite@alachuacounty.us)
2024-10-01 - 11:27:53 PM GMT
-  Document e-signed by TJ White (twhite@alachuacounty.us)
Signature Date: 2024-10-01 - 11:28:45 PM GMT - Time Source: server
-  Agreement completed.
2024-10-01 - 11:28:45 PM GMT