



Agenda Item Summary

BCC Approved File ID 24-00980 BF

File #: 24-00980

Agenda Date: 11/12/2024

Agenda Item Name:

Ranking of Request for Proposal (RFP) 25-28-PM Alachua County Crisis Center Telephone System for Community Support Services, Crisis Center.

Presenter:

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Description:

Ranking of RFP 25-28-PM Alachua County Crisis Center Telephone System for Community Support Services, Crisis Center.

Recommended Action:

Approve the ranking and authorize staff to negotiate an agreement for RFP 25-28-PM Alachua County Crisis Center Phone System:

1. Interact Strategies, Inc
2. TTEC Digital

Authorize staff to negotiate an agreement 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.

Prior Board Motions:

N/A

Fiscal Note:

This is for ranking only. No fiscal impact until the agreement has been approved.

Strategic Guide:

All Other Mandatory and Discretionary Services

Background:

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.

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.

RFP 25-28-PM Alachua County Crisis Center Telephone System was released on May 15, 2024. The deadline for receipt of RFP 25-28-PM Alachua County Crisis Center Telephone System was July 10, 2024; three (3) vendors responded.

The project details can be found here:

<https://procurement.opengov.com/portal/alachuacounty/projects/84956>