

RESOLUTION NO. \_\_\_\_\_

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF HOLLYWOOD, FLORIDA, APPROVING AND AUTHORIZING THE APPROPRIATE CITY OFFICIALS TO NEGOTIATE AND EXECUTE AN AGREEMENT WITH THE HIGHEST RANKED FIRM, 22ND CENTURY TECHNOLOGIES, INC., FOR A CITYWIDE PROFESSIONAL ANSWERING AND INFORMATIONAL SERVICE.

WHEREAS, the Department of Communications, Marketing and Economic Development desires to retain a company to provide a turnkey professional call center answering and informational service, serving as a virtual receptionist for first-touch customer service answering and routing service with live agent assist; and

WHEREAS, Section 38.43 of the Procurement Code states that when the estimated annual cost of goods, supplies, materials, equipment, or services exceeds \$50,000.00, a formal solicitation process shall be completed that may result in a written contract(s) and/or purchase order(s) after due public notice inviting bids or proposals; and

WHEREAS, on October 14, 2025, Request for Proposals Number RFP-353-26-JJ (“RFP”) was electronically advertised on OpenGov.com to solicit the desired Professional Answering and Informational Service in accordance with Section 38.43(A) of the Procurement Code; and

WHEREAS, the RFP resulted in proposals from the following twenty-six firms by the response due date:

<b>Submission No.</b>	<b>Vendor</b>
1.	22nd Century Technologies, Inc.
2.	360S2G
3.	ACD Direct
4.	Auxillium LLC
5.	AVI SPL
6.	CCP - Ansafone Contact Centers
7.	CCP - ShyftOff Corp.
8.	Communication Logic, LLC
9.	CTG
10.	Customer Contact Services
11.	Datamark
12.	Daupler

13.	Direct Interactions, Inc
14.	Emprise Partners LLC
15.	ENCO Utility Services
16.	Global Market Innovators
17.	Inktel Government BPO Services
18.	iVox Solutions
19.	Lighthouse Works
20.	NexGen Agency
21.	Talk2Rep Inc
22.	Tech Mahindra Americas Inc.
23.	Telvista, Inc.
24.	Tollanis Solutions Inc
25.	Voixa Solutions, LLC
26.	Workforce Opportunities Services

WHEREAS, on February 24, 2026, the Selection Committee met to evaluate and rank the proposals based upon the approved Evaluation Criteria established in the RFP: Firm Qualifications and Experience, Organizational Profile and Project Team Qualifications, Approach and Methodology, Project Implementation, Cost Proposal, and References, and the scores were compiled to arrive at the following initial rankings, with the highest score being the highest ranked:

Ranking	Vendor	Points
1.	Daupler	88
2.	22 <sup>nd</sup> Century Technologies, Inc.	84.4
3.	Direct Interactions, Inc	83.8
4.	Datamark	80.2
5.	Tech Mahindra Americas Inc.	77.2
6.	ACD Direct	76.6
7.	Customer Contact Services	75.2
8.	Inktel Government BPO Services	74.4
9.	Tollanis Solutions Inc	73.4
10.	iVox Solutions	73
11.	Communication Logic, LLC	72.8
12.	360S2G	72.2
13.	Global Market Innovators	71.4
14.	Emprise Partners LLC	68.4
15.	ENCO Utility Services	68.4
16.	NexGen Agency	67.2
17.	CTG	67
18.	CCP - Ansafone Contact Centers	65.6

19.	Workforce Opportunities Services	63.6
20.	Telvista, Inc.	63.4
21.	CCP - ShyftOff Corp.	63.2
22.	Lighthouse Works	62.2
23.	Auxillium LLC	60.2
24.	Talk2Rep Inc	58.6
25.	Voixa Solutions, LLC	54.6
26.	AVI SPL	53.6

WHEREAS, the top five firms were shortlisted and invited to provide oral presentations for further consideration by the Selection Committee in its evaluation and selection of a firm; and

WHEREAS, on March 18, 2026, oral presentations were provided by the five shortlisted firms, followed by a Selection Committee meeting held on the same day, during which the Selection Committee ranked the shortlisted firms; and

WHEREAS, the Selection Committee ranked the shortlisted firms and scores were compiled to arrive at the following final rankings, with the lowest score being the highest ranked:

Ranking	Vendor	Points
1.	22nd Century Technologies, Inc.	10
2.	Datamark	12
3.	Direct Interactions, Inc	15
4.	Daupler	17
5.	Tech Mahindra Americas Inc.	21

; and

WHEREAS, the Selection Committee recommends that the City Commission authorize the negotiation and execution of an Agreement with the highest ranked firm, 22nd Century Technologies, Inc., for an initial term of three years, and an option to renew for up to two additional one-year terms; and

WHEREAS, additional, yet to be determined costs for integration with the various software tools and 2<sup>nd</sup> party programs used by the City will be identified and prioritized following vendor approval and project initiation; and

WHEREAS, following the functional design phase with the selected vendor, staff will be seeking approval for additional necessary integration costs with the approved vendor and other 2<sup>nd</sup> party software vendors contracted by the City; and

WHEREAS, the contract cost is unknown until negotiations are finalized and required funding will be determined at that time.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF HOLLYWOOD, FLORIDA:

Section 1: That the foregoing "WHEREAS" clauses are ratified and confirmed as being true and correct and are incorporated in this Resolution.

Section 2: That it approves the final ranking of the firms.

Section 3: That it authorizes the appropriate City officials to negotiate and execute an agreement, embodying the terms and conditions approved by the City Commission this date, with 22nd Century Technologies, Inc., in a form acceptable to the City Manager and approved as to form and legal sufficiency by the City Attorney.

Section 4: That if the appropriate City officials are unable to negotiate and execute an agreement with the highest ranked firm, they are authorized to negotiate and execute an agreement with the next highest ranked firm until an agreement is reached.

Section 5: That this Resolution shall be in full force and effect immediately upon its passage and adoption.

PASSED AND ADOPTED this \_\_\_\_\_ day of \_\_\_\_\_, 2026.

\_\_\_\_\_  
JOSH LEVY, MAYOR

ATTEST:

\_\_\_\_\_  
PATRICIA A. CERNY, MMC  
CITY CLERK

APPROVED AS TO FORM  
AND LEGAL SUFFICIENCY:

\_\_\_\_\_  
DAMARIS HENLON  
CITY ATTORNEY