



CITY OF HOLLYWOOD, FLORIDA

PROCUREMENT SERVICES DIVISION

Solicitation Request Form (Use for bids, RFPs, RLI's, RFQs)

2017 APR 04 AM 8:01
CITY OF HOLLYWOOD
PROCUREMENT SERVICES
DIVISION

Date 4/4/2017

Department/Office Information Technology

Division/Area NCS

Contact Person Christophe St. Luce

Title Mgr., Comm & Support Services

Phone 954-921-3038

Email cstluce@hollywoodfl.org

1. Product/Service being requested (be specific.) Upgrade services for the Cisco Unified Communications system.

2. Detailed description of the products/services function and purpose. The City of Hollywood current UC environment was implemented in 2016 and senior level management has determined that it needs to be adequately enhanced to facilitate the growing need of the users through a software upgrade of all components. Additionally, contact center functions and features need to be enhanced to include "average wait time alerts", ability for a system callback if caller opts for that service, e-mail and instant message integration for contact centers. Call handlers will also need to be implemented to create comprehensive call routing functions to city departments to streamline call flow. The City of Hollywood believes that by optimizing the UC environment, we can provide our end users with more features and services which will enhance ease of use and managed call control.

In addition, this proposal will include the creation and implementation of Contact Centers for the following areas:

- Information Technology Helpdesk
- Public Works Administration
- Planning Office
- Building Division

The proposal will also include the firmware upgrade of approximately 40 existing Cisco VG-310s and Cisco VG-204s that are deployed throughout the enterprise or scheduled to be deployed throughout the enterprise.

The proposal will also include the registration of the Cisco UCCX class "Deploying Cisco Unified Contact Center Express v6.0 (GK# 3966)" for one attendee.

Procurement Service Division use only

Requisition # R _____
BFO _____
(As Applicable)

Purchase Order # P _____
(As Applicable)

Blanket Purchase Order # _____
(As Applicable)

(Revised 9/2013)

RFP-4556-17-JE

The proposal will also include the assistance of the proposer to implement voicemail for all at the individual and department/office level.

Are there alternative products/services capable of performing the required function? No

3. Has this product/service previously been formally solicited by the City of Hollywood?

Yes No Unsure

If yes, please provide previous solicitation number. _____

4. Has this product/service previously been formally solicited by another government agency?

Yes No Unsure

If yes, please provide details and copy if available. _____

5. Total estimated cost of the requested product/service? \$60,000.00

Has this cost been approved in your budget? Yes No

If yes, provide Account Number (s.) 57.1345.00000.590.006441
57.1348.00000.590.004633

6. Formal Solicitations must be advertised for a minimum of 10 (ten) days and typically not more than 30 (thirty) days. How long is the Department/Office requesting to advertise this solicitation? 10 Days

7. Is a pre-bid meeting required? Yes No

If yes, are you requesting it to be mandatory? Yes No

8. Project location? Hollywood City Hall (Old Library) - 2600 Hollywood Blvd, Hollywood, FL 33020

9. Completion Time: Final completion of this project shall be in 60 calendar days once a Notice To Proceed (NTP) is given to the awarded vendor.

10. Are you requesting this formal solicitation require liquidated damages (liquidated damages are not penalties, they should represent the amount of monies the City will incur/lose if the project is not completed in require time?)

Yes No

11. Please list any special licenses or certification require to bid. _____

12. Are there any outside entities assisting with this solicitation (i.e. Architect, Consultant, etc?)

Yes No

If yes, please provide the information:

Entity _____ Contact Person _____

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Requisition # R _____
BPO _____
(As Applicable)

Purchase Order # P _____
(As Applicable)

Blanket Purchase Oder # _____
(As Applicable)

Phone _____ Email _____

13. Are there attachments associated with this request? Yes No

14. Would this purchase(s) result in the potential of future purchases for related products/services being restricted to a particular vendor or create a specific vendor as sole source provider for related items?

Yes No

If yes, please describe the related products/services and estimated cost(s.)

15. Would this purchase(s) result in any future maintenance costs which are not included in the initial purchase?

Yes No

If yes, please attach a draft maintenance plan which includes cost estimates and funding source(s.)

16. Is this a grant related purchase? Yes No

If yes, please provide details (timeline, expiration dates, milestones, special procurement requirements, etc.) _____

Will this require matching funds? Yes No

What is the grant source? _____

What is the grant (dollar) amount? _____

17. Does this solicitation for product/service work in conjunction with any other Department/Office or will it impact any other Department/Office? Yes No

If yes, please provide details on Department/Office and how. All departments/offices will be impacted as a result of the system-wide upgrade and implementation of voicemail features throughout the enterprise.

Signature(s) below of other Department/Office Director(s) indicates they have reviewed and agree to this Request Form.

Signature

Department/Office

Signature

Department/Office

18. Please provide the names of suggested evaluations committee member:
(NOTE: Committee members should not be direct reports.)

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(As Applicable)

19. Please provide any specific vendor(s) to be included in the notification of these solicitations.

United Data Technologies

Dimension Data

To be completed by Procurement Services Division upon award recommendation

Advanced search of the vendor recommended for award on the Federal Government's Systems for Award Management at www.sam.gov.

Date of Advanced Search _____

Company Name(s) Searched
Dimension Data

Search Results
Exp 12/8/2017

United Data Technologies

Exp 1/21/2018

CHRISTOPHE B. LEE

4/4/2017

Contact Person's Signature

Date

Rakeem Saad

4/4/2017

Supervisor's Signature

Date

Director's Signature

Date

APPROVAL (Procurement Service Division Use Only)

Verified By:	<u>JE</u>	Date	<u>5/24/17</u>
Approved By:	<u>JE to PAB</u>	Date	<u>8/31/17</u>

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BPO _____

(As Applicable)

(As Applicable)

(As Applicable)

(Revised 9/2013)

RFP-4556-17-JE

CISCO UNIFIED COMMUNICATION UPGRADE

Evaluation Meeting Held: August 2, 2017

Evaluation Matrix

Proposers: Evaluation Committee Members:	Shoregroup Solutions LLC	United Data Technologies		
Duran Holycross	17	85		
Christophe St. Luce	25	80		
Ricardo Hutchinson	55	90		
Totals	97	255		
Rankings	2	1		

Rankings: lowest score ranked highest from 1 - 2