City of Jacksonville, Florida

Lenny Curry, Mayor

Procurement Division
Ed Ball Building
214 N. Hogan Street, Suite 800
Jacksonville, Florida 32202

ONE CITY. ONE JACKSONVILLE.

MEMORANDUM

TO: **Competitive Sealed Proposal Evaluation Committee ("CSPEC")**

FROM: **Gregory Pease, Chief of Procurement**

DATE: **November 27, 2018**

RE: **REQUEST FOR APPROVAL TO UTILIZE COMPETITIVE SEALED PROPOSAL PROCESS**

Pursuant to Chapter 126, Part 2, § 126.204, approval is requested to utilize the Competitive Sealed Proposal process to formally procure services for **MIGRATION OF 630-CITY CALL CENTER TO CISCO CONTACT CENTER AND CTI INTEGRATION WITH ORACLE CX.** As a follow-up to the same, the CSPEC is now requested to review and approve the solicitation documents attached hereto.

More specifically, the CSPEC is requested to review and approve the evaluation criteria as outlined in the attached Request for Proposal ("RFP"). Procurement's review in this matter has revealed that:

> The attached Certification Letter and the Scope of Services received from the using agency appear to be in order.
>
> The RFP **has been** reviewed and approved by Risk Management regarding insurance and indemnification requirements.
>
> The RFP **has been** reviewed and approved by EBO regarding JSEB participation goals and EBO recommends: Encouragement Program

It is requested that the CSPEC take these issues into consideration in its review and/or approval in this matter.

CSPEC APPROVAL

Finance Director or designee	Procurement Director or designee
General Counsel or designee	Department/Agency Representative
Public Works Director or designee	

INFORMATION TECHNOLOGIES DIVISION

CITY OF JACKSONVILLE

October 29, 2018

TO: Greg Pease, Chief of Procurement Division

THRU: Kenneth Lathrop, Chief of Information Technologies / CIO

FROM: Thomas Ossi, Technology Contract and Records Manager, ITD

SUBJECT: CSPEC Memorandum - RFP for Professional Services To Migrate 630-City Call Center From Nortel Contact Center To Cisco Contact Center Express

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Information Technologies Division requests approval to proceed with issuance of a Request for Proposal (RFP) for the referenced 630-City Call Center migration services. ITD is seeking to solicit on behalf of the 630-City Call Center for professional services to migrate 630-City Call Center from Nortel Contact Center to Cisco Contact Center Express. The information is provided in accordance with Section 126.204 Competitive Sealed Proposal Evaluation Process.

This request is to ask permission to utilize a Competitive Sealed Proposal evaluation process in order to purchase professional services to migrate from Nortel Contact Center to the Cisco Unified Contact Center Express 11.6 platform.

The evaluated bid process is required due to the complexity of migration and overall cost. The evaluation description criteria and maximum points for each category are provided in the evaluation matrix. The total maximum points a vendor can score is 100 points. Vendors must bid all items in Attachment A Bid Requirements and Attachment B Optional Functionality.

These services will be procured via purchase order upon selection of the winning bidder. This award will require a formal contract through Office of General Counsel.

The bids will be evaluated by ITD sub-committee consisting of the following: Monica Cichowlas 904-630-7670, Kandie Bagby 904-255-8003, and Jeremy McDaniel 904-255-8445.

Your favorable consideration of this request is appreciated.

CC: Michael Rooney, Network and Telecom Infrastructure Manager, ITD
Robert Gray, AITO, Technology Infrastructure Manager

Department of Finance and Administration
Procurement Division

CITY OF JACKSONVILLE

October 30, 2018

To: Greg Pease, Division Chief
Procurement Division

From: Maurice Martinez, Business Compliance Officer
Jacksonville Small and Emerging Businesses (JSEB) Compliance Office

RE: **Migration of 630-CITY Call Center to Cisco Contact Center**

The Jacksonville Small and Emerging Business & Contract Compliance (JSEB) Office has reviewed the scope of work, consulted the using agency, and contacted ready, willing, and available JSEBs.

Based upon our findings, we recommend the following:

- ☒ Encouragement
- ☐ Participation
- ☐ Set-Aside %

Our outreach efforts are documented and available upon request. Please let us know if you have any questions or concerns.

If you need additional information I may be reached at (904) 255-8833.

cc: Ruben Ola

Ola, Ruben

From: Willis, Ann on behalf of RiskReview
Sent: Friday, November 16, 2018 3:16 PM
To: Ola, Ruben; RiskReview
Cc: Freeman, Dustin; Ossi, Thomas; Brown, Elizabeth
Subject: RE: Risk Management Review-MIGRATION OF 630-CITY CALL CENTER TO CISCO CONTACT CENTER
Attachments: ESC-XXXX-19 -MIGRATION OF 630-CITY CALL CENTER TO CISCO CONTACT CENTER 1 RM Redline 11.16.18.docx; ESC-XXXX-19 -MIGRATION OF 630-CITY CALL CENTER TO CISCO CONTACT CENTER 1 RM Redline 11.16.18.pdf

Attached please find Risk Management's redline of the above RFP.
Also attached is the stamped Risk Management pdf.
Risk Management has concluded our review unless further assistance is required.

Ann Willis, AINS, CRIS
Property and Casualty Compliance Administrator
Risk Management Division
Department of Finance
City of Jacksonville
117 W Duval Street, Suite 335
Jacksonville, Fl 32202
(904) 630-7891 (o)
(904)630-2100 (f)
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From: Ola, Ruben
Sent: Friday, November 16, 2018 9:39 AM
To: RiskReview
Cc: Freeman, Dustin; Ossi, Thomas
Subject: FW: Risk Management Review-MIGRATION OF 630-CITY CALL CENTER TO CISCO CONTACT CENTER

Good Morning,

This is just to follow up the insurance coverage for the attached project ITD-MIGRATION OF 630-CITY CALL CENTER TO CISCO CONTACT CENTER. Should there be questions or need additional information, I can be reached at 904-255-8823 or thru email.
Your prompt response is highly appreciated.

Thank you,

Ruben Ola, Purchasing Analyst
City of Jacksonville
Procurement Division
Finance and Administration Department
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
Phone: 904.255.8823
Fax: 904.255.8837
Email: rubeno@coj.net

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From: Ola, Ruben
Sent: Wednesday, October 31, 2018 1:21 PM
To: RiskReview
Cc: Freeman, Dustin; Ossi, Thomas
Subject: Risk Management Review-MIGRATION OF 630-CITY CALL CENTER TO CISCO CONTACT CENTER

Good Afternoon,

Attached is document request for Risk Management review and recommendation for insurance coverage of ITD-MIGRATION OF 630-CITY CALL CENTER TO CISCO CONTACT CENTER.

Thank you,

Ruben Ola, Purchasing Analyst
City of Jacksonville
Procurement Division
Finance and Administration Department
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
Phone: 904.255.8823
Fax: 904.255.8837
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