DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

Rev 1

[checkboxes for New contract, OTR, CO, SS, X, BW, Emergency]

Requisition/Project No: ROETJ300013
TERM OF CONTRACT: 2 years with 2 two-year options-to-renew

Requisition/Project Title: Cloud-Hosted Communications System Service and Maintenance Agreement

Description:
The purpose of this acquisition is to purchase a Cloud-Hosted Communications System for the Clerk of Courts (COC) for Interactive Voice Response (IVR) with optional Short Message Service (SMS). The Cloud-Hosted IVR system will replace the current On-Premise IVR system that has reached the end of its useful life cycle. This bid waiver contract will be managed by the Information Technology Department (ITD) on behalf of the COC.

User Department(s): Information Technology Dept.
Issuing Department: ISD
Contact Person: Kimberly Craig
Phone: 305-375-1443

Estimated Cost: $240,000
Funding Source: Internal Service Funds
REVENUE GENERATING: No

ANALYSIS

Commodity/Service No: 918-29
SIC:

Trade/Commodity/Service Opportunities

Contract/Project History of Previous Purchases For Previous Three (3) Years
Check Here X If this is a New Contract/Purchase with no Previous History

EXISTING 2ND YEAR 3RD YEAR

Contractor:
Small Business Enterprise:
Contract Value:
Comments:

Continued on another page(s): Yes X No

RECOMMENDATIONS

<table>
<thead>
<tr>
<th>SBE</th>
<th>Set-Aside</th>
<th>Sub-Contractor Goal</th>
<th>Bid Preference</th>
<th>Selection Factor</th>
</tr>
</thead>
</table>

Basis of Recommendation:
No measures – Bid Waiver

Signed: Kimberly Craig
Date to SBD: 5/3/13
Date Returned to ISD-PM:
Justification/Item Document for "Bid Waiver"

Clerk's Office Integrated Voice Response (IVR) System

It is the policy of Miami-Dade County to consistently purchase goods and services using full and open competition. The citizens of Miami-Dade County are best served when we make sound business decisions based on competitive bids or proposals. Early acquisition planning that includes DPM can help to avoid delays and facilitate effective market research. However, there may be instances when other than full and open competition may be justified. When a user's department determines that other than full and open competition is necessary or in the best interest of the County, appropriate justification for that course of action must be submitted to the CA Office for approval and execution in order to waive the competitive bid/proposal process.

Please provide the information requested below to support the need and feasibility for waiving the competitive bid/proposal process.

<table>
<thead>
<tr>
<th>Purchase Requisition No.</th>
<th>Contract #:</th>
<th>Date Required:</th>
<th>Comm. #:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
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</tbody>
</table>

Proposed Vendor: Twilio Cloud Communications

<table>
<thead>
<tr>
<th>Previous Contract #:</th>
<th>Estimated Cost:</th>
<th>BCC Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>$94k annually</td>
<td>N/A</td>
</tr>
</tbody>
</table>

The Clerk's Office current IVR system has reached its life expectancy and we are pursuing the acquisition of a cloud based system for its replacement, ASAP. Twilio offers the API tools that together with our In-house applications are needed to build cloud communications applications using voice and SMS (text messaging). Our developers are able to use in-house software (C# .NET) that is compatible with Twilio's APIs. We are also able to interface with our existing web services. With Twilio, we have scalability and reliability. They will host all telephony equipment and maintain redundant connections with several major Tier 1 network carriers. The benefits of making this acquisition would be in reference to time; we would develop our applications faster than if we went with any other vendor due to no training required if we use Twilio. In reference to cost, Twilio will also represent lower costs than other vendors.

A waiver of formal bidding is in our best interest for several reasons. We can use our existing developers' skill set, applications and voice clips. We can house our voice clips locally and do not need any additional training. Other vendors do not offer the ability to use in-house, existing development tools and skill set, applications and voice clips. If Twilio is to be awarded the contract, we would be able to deploy within a few months. Cost is also a determining factor. Twilio is able to invoice us monthly for inbound/outbound minutes used, at a lower cost than that of other cloud vendors. Also, to upgrade our infrastructure (both software and hardware) with our current vendor Enghouse, will cost over $700k for the first year and $200k for subsequent years. AVAYA will cost over $200k for the first and subsequent years. As for using Twilio's services, it will cost us around $84k for the first year and also for subsequent years. Scalability is a major factor. We are currently tied down to a specific number of lines per application (96 lines in total) and pay for them whether or not they are being used. With Twilio, we only get charged for the lines we use. In the case that one application has more traffic than the others, Twilio would supply that application with the lines it needs at the time and we would not be paying for lines that are sitting idle. Enghouse uses proprietary software and there would be an extra cost for training personnel, plus the time spent in that training. AVAYA also requires training of our personnel, also involving more money and time. As for Twilio, we are able to use code that is already used in our office. Twilio not only offers voice but also SMS which will be very useful to us in the future. Twilio is able to port our existing phone numbers like other cloud vendors but at a lower cost. The advantage of this is that the main IVR numbers are advertised in many places and we need to keep them. By having the numbers ported, we save on phone line costs.

1. Market Research: Please describe your market research and the results thereof. This should include a description of similar solutions/products available in the marketplace and why they are not acceptable:

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voxeo</td>
<td>Can't use off-the-shelf software. Need to use their development tools which will require training. No API helper libraries.</td>
</tr>
<tr>
<td>CaliFire</td>
<td>Can't use off-the-shelf software. Need to use their design or they write the applications. No API helper libraries. Higher costs per minute.</td>
</tr>
<tr>
<td>Aculabcloud</td>
<td>Can't use off-the-shelf software. Need to use their toolkit or they write the applications. No API helper libraries. Higher costs for phone numbers.</td>
</tr>
</tbody>
</table>

4. Proposed Actions: Please describe the actions the department will take to overcome the present barriers to competition prior to any future acquisitions of this product.

<table>
<thead>
<tr>
<th>Action Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Bibiana Calderon 395.348.5882

Contact Person and Phone #

Department Director's Approval

Date Approved: 3/27/2013

Rev. 12/11/08
VOICE AND SMS SERVICE STATEMENT OF WORK (SOW)

Introduction and Overview

We are currently seeking a service provider (vendor) that is scalable and offers an Application Programming Interface (API) for Voice and SMS.

Scope of Work

The selected vendor should offer a C# .NET library to interact with API. They must offer a simple API to be used by our developers. The API must offer our developers the following capabilities:

Voice:

- Ability to receive caller information and the value of caller dial inputs.
- Ability to initiate calls to specified phone numbers.
- Ability to play wave files to the caller or read back text via a text to speech engine, for both received calls and initiated calls.

SMS:

- Ability to receive text messages with sender information and the value of the text in the body.
- Ability to reply to text messages.
- Ability to initiate text messages to specified phone numbers.
Requirements

- Services will be billed monthly for minutes used via invoice.
- No consulting fee.
- Offer a user testing period at no charge.
- Vendor is responsible for all telecom equipment and phone lines.
- Service must be scalable at no additional cost.
- Vendor shall provide a minimum 36-month contract (SLA).
- Vendor will provide our developers 24/7 support.
- Service shall provide a development area for debugging.
- Vendor shall provide a log for voice and sms.
- API shall provide a method to turn off logging when needed during calls or text messages.
**MIAMI-DADE COUNTY CLERK'S OFFICE**

**PURCHASE REQUEST FORM**

**DATE:** March 12, 2013

**BUDGET CODE:** CL0801080100

**DIVISION/LOCATOR:** 031-08-01

**DIVISION REQUESTOR:** Laurie Reaves

**PHONE:** 305-349-5903

**PRINTED NAME:** Laurie Reaves

**DIVISION AUTHORIZED SIGNATURE:**

Signed: Date: 3/12/13

**AUTHORIZED SIGNATURE (Authorized Signature from the Strategic Management & Budget (SMB) Director is required for requests over $1,000)**

SMB Director: Date: 3/12/13

**SHIP TO:**

Technical Services Division
175 NW 1 Avenue, 27th Floor
Miami, FL 33128

**GSA**

**OUTSIDE VENDOR**

**TO BE COMPLETED BY PROCUREMENT SECTION**

**Vendor Name:**

**P.O. Number:**

**Issued Date:**

**CONTACT NAME:** Bibiana Calderon

**PHONE:** 305-349-5982

**FAX:** 305-349-5918

<table>
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<td>N/A</td>
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<td>EA</td>
<td>Twilio Cloud Communications' Voice and SMS Services</td>
<td>$84,000</td>
<td>$84,000</td>
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</table>

**ESTIMATED TOTAL COST:** $84,000

**JUSTIFICATION/COMMENTS**

Only cloud communications vendor in which we are able to use off-the-shelf software along with their API Helper Libraries.
<table>
<thead>
<tr>
<th>Cloud Services Vendors - DRAFT</th>
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</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td>Cloud-based Platform</td>
</tr>
<tr>
<td>Able to use off-the-shelf software (C# .NET)</td>
</tr>
<tr>
<td>API Helper Libraries</td>
</tr>
<tr>
<td>Existing County Vendor</td>
</tr>
<tr>
<td>Sound Clips (use existing clips / storage)</td>
</tr>
<tr>
<td>Scalability</td>
</tr>
<tr>
<td>Customer Support 24x7x365</td>
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<tr>
<td>Outbound Minutes approximate</td>
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<tr>
<td>80,000 outbound minutes/month</td>
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<td>Inbound Minutes approximate</td>
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<tr>
<td>430,000 inbound minutes/month</td>
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<tr>
<td>Port Existing Phone Numbers (4 #s)</td>
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<tr>
<td>Short Message Service (SMS)</td>
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<td>Invoicing for minutes used</td>
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<tr>
<td>Contract (annual with option to renew)</td>
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<tr>
<td>Redundancy / Failover</td>
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* use their IVR designer tools or have their team create the applications

** no contracts, pre-paid service only
MIAMI-DADE COUNTY
PURCHASE REQUISITION

REQUISITION ID: RQET1300013     PRINT DATE: 03/26/13     PAGE: 01

REQUISITION STATUS: POST     BUYER: KIMBERLY CRAIG

SHIP TO: ENTERPRISE TECHNOLOGY SERVICES
        ACCOUNTING
        5680 SW 87TH AVE
        MIAMI, FL 33173

BILL TO: ENTERPRISE TECHNOLOGY SERVICES
        ACCOUNTING
        5680 SW 87TH AVE
        MIAMI, FL 33173

DATE REQUIRED: 06/30/13
CONTACT: MIRTA CARDOSO
        (305) 596-8690 EXT -

RECOMMENDED VENDOR: ** NO RECOMMENDED VENDOR

PHONE: ( ) EXT -


LINE   QUANTITY   U/M   COMMODITY-NO   UNIT COST   EXTENDED PRICE
--------- ------- ------ -------------- ---------- ---------------
001     1.00     LO    918-29        84,000.000   84,000.00

THIS IS FOR TWILIO CLOUD COMMUNICATIONS VOICE AND SMS SERVICES
AS DETAILED ON THE ATTACHED JUSTIFICATION DOCUMENT.
*****************************************************************
INITIAL TERM: ONE YEAR WITH THREE YEARLY OPTIONS TO RENEW.

STATE TAX TOTAL:
LOCAL TAX TOTAL:
ESTIMATED TOTAL: 84,000.00

DEPARTMENT CONTACTS:

TECHNICAL - END USER: COC - CHARIS LUBECK (305) 375-2060
ITD CONTACT: MIRTA CARDOSO (305) 596-8690
CONTINUED, NEXT PAGE
**MIAMI-DADE COUNTY**

**PURCHASE REQUISITION**

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**REQUISITION ID:** Q13000013  
**PRINT DATE:** 03/26/13  
**PAGE:** 02

**REQUISITION STATUS:** POST  
**BUYER:** KIMBERLY CRAIG

**DATE REQUIRED:** 06/30/13  
**CONTACT:** MIRTA CARDOSO  
(305) 596-8690  EXT -

**RECOMMENDED VENDOR:**  
**NO RECOMMENDED VENDOR**

**PHONE:** ( )  
**EXT:**

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**SUMMARY ACCOUNTING INFORMATION**

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<td>80100</td>
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<td>84,000.00</td>
</tr>
</tbody>
</table>

******* LAST PAGE *******
Justification/Input Document for "Bid Waiver"

It is the policy of Miami-Dade County to consistently purchase goods and services using full and open competition. The citizens of Miami-Dade County are best served when we make sound business decisions based on competitive bids or proposals. Early acquisition planning that includes DPM can help to avoid delays and to facilitate effective market research. However, there may be instances when other than full and open competition may be justified. When a user's department determines that other than full and open competition is necessary or in the best interest of the County, appropriate justification for that course of action must be submitted to the CA Office for approval and execution in order to waive the competitive bid/proposal process.

Please provide the information requested below to support the need and feasibility for waiving the competitive bid/proposal process.

Purchase Requisition No.: ______________________ Date Required: ______________________

Contract #: ______________________ Comm. #: ______________________

Estimated Cost: ______________________ BCC Date: ______________________

Purpose of the Purchase: Please describe your minimum requirements and the benefits of making this acquisition, as well as any limitations of existing systems.

The Clerk's Office current IVR system has reached its life expectancy and we are pursuing the acquisition of a cloud based system, for its replacement, ASAP. Twilio offers the API tools that together with our in-house applications are needed to build cloud communications applications using voice and SMS (text messaging). Our developers are able to use in-house software (C#/NET) that is compatible with Twilio's APIs. We are also able to interface with our existing web services. With Twilio, we have scalability and reliability. They will host all telephony equipment and maintain redundant connections with several major Tier 1 network carriers. The benefits of making this acquisition would be in reference to time; we would develop our applications faster than if we were to develop with any other vendor due to no training required if we use TWILIO. In reference to cost; Twilio will also present lower costs than other vendors.

A waiver of formal bidding is in our best interest for several reasons. We can use our existing developers, skill set, applications and voice clips. We can house our voice clips locally and do not need any additional training. Other vendors do not offer the ability to use in-house, existing development tools and skill sets and applications and voice clips. If Twilio is to be awarded the contract, we would be able to deploy within a few months. Cost is also a determining factor. Twilio is able to invoice us monthly for inbound/outbound minutes used, at a lower cost than that of other cloud vendors. Also, to upgrade our infrastructure (both software and hardware) with our current vendor Enghouse, will cost over $700K for the first year and $200K for subsequent years. AVAYA will cost over $200K for the first year and also for subsequent years. As for using Twilio's services, it will cost us around $84k for the first year and also for subsequent years. Scalability is a major factor. We are currently tied down to a specific number of phone lines per application (96 lines total) and pay for them whether or not they are being used. With Twilio, we only get charged for the lines we use. In the case that one application has more traffic than the others, Twilio would supply that application with the lines it needs at the time and we would not be paying for lines that are sitting idle. Enghouse uses proprietary software and there would be an extra cost for training personnel, plus the time spent in training. AVAYA also requires training of our personnel, also involving more money and time. As for Twilio, we are able to use code that is already used in our office. Twilio not only offers voice but also SMS which will be very useful to us in the future. Twilio is able to port our existing phone numbers like other cloud vendors but at a lower cost. The advantage of this is that the main IVR numbers are advertised in many places and we need to keep them. By having the numbers ported, we save on line costs.

Market Research: Please describe your market research and the results thereof. This should include a description of the similar source/s of products available in the marketplace and why they are not acceptable.

Voxeo - Can't use off-the-shelf software. Need to use their development tools which will require training. No API helper libraries.

CallFire - Can't use off-the-shelf software. Need to use their IVR designer or they write the applications. No API helper libraries. Higher costs per minute.

Aculabscloud - Can't use off-the-shelf software. Need to use their toolkit or they write the applications. No API helper libraries. Higher costs for phone numbers ported.

Proposed Actions: Please describe the actions the department will take to overcome the project barriers to competition prior to any future acquisitions of this product or service.

Bibi Calzadilla 365.349.5882
Contact Person and Phone #

Department Director's Approval Date Approved

3/27/2013

Rev. 12/14/10
VOICE AND SMS SERVICE STATEMENT OF WORK (SOW)

Introduction and Overview

We are currently seeking a service provider (vendor) that is scalable and offers an Application Programming Interface (API) for Voice and SMS.

Scope of Work

The selected vendor should offer a C# .NET library to interact with API. They must offer a simple API to be used by our developers. The API must offer our developers the following capabilities:

Voice:
- Ability to receive caller information and the value of caller dial inputs.
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- Ability to play wave files to the caller or read back text via a text to speech engine, for both received calls and initiated calls.

SMS:
- Ability to receive text messages with sender information and the value of the text in the body.
- Ability to reply to text messages.
- Ability to initiate text messages to specified phone numbers.
Requirements

- Services will be billed monthly for minutes used via invoice.
- No consulting fee.
- Offer a user testing period at no charge.
- Vendor is responsible for all telecom equipment and phone lines.
- Service must be scalable at no additional cost.
- Vendor shall provide a minimum 36-month contract (SLA).
- Vendor will provide our developers 24/7 support.
- Service shall provide a development area for debugging.
- Vendor shall provide a log for voice and sms.
- API shall provide a method to turn off logging when needed during calls or text messages.
**MIAMI-DADE COUNTY CLERK'S OFFICE**
**PURCHASE REQUEST FORM**

**DATE:** March 12, 2013  
**BUDGET CODE:** CL0801080100  
**DIVISION/LOCATOR:** 031-08-01

**DIVISION REQUESTOR:** Laurie Reaves  
**PHONE:** 305-349-5903  
**DIVISION AUTHORIZED SIGNATURE:**

- [Signature]
  - Date: 3/12/13  
**Printed Name:** Laurie Reaves

**SHIP TO:**
- Technical Services Division  
  - 175 NW 1 Avenue, 27th Floor  
  - Miami, FL 33128

- [Check box] GSA  
- [Check box] OUTSIDE VENDOR

**TO BE COMPLETED BY PROCUREMENT SECTION**

- **Vendor Name:**
- **P.O. Number:**
- **Issued Date:** / /

**CONTACT NAME:** Bibiana Calderon  
**PHONE:** 305-349-5882  
**FAX:** 305-349-5918

<table>
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<th>U/M</th>
<th>DESCRIPTION</th>
<th>UNIT PRICE</th>
<th>TOTAL COST</th>
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<td>EA</td>
<td>Twilio Cloud Communications' Voice and SMS Services</td>
<td>$64,000</td>
<td>$64,000</td>
</tr>
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</table>

**ESTIMATED TOTAL COST:** $84,000

**JUSTIFICATION/COMMENTS**

Only cloud communications vendor in which we are able to use off-the-shelf software along with their API Helper Libraries.
<table>
<thead>
<tr>
<th>Feature</th>
<th>twilio cloud communications</th>
<th>CallFire</th>
<th>aculabcloud</th>
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<tbody>
<tr>
<td>Cloud-based Platform</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Able to use off-the-shelf software (C# .NET)</td>
<td>YES</td>
<td>NO *</td>
<td>NO *</td>
</tr>
<tr>
<td>API Helper Libraries</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>Existing County Vender</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>Sound Clips (use existing clips / storage)</td>
<td>YES / store locally</td>
<td>YES / upload to CallFire</td>
<td>YES / upload to aculabcloud 0.15 per GB monthly</td>
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<tr>
<td>Scalability</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Customer Support 24x7x365</td>
<td>$12,744 / yearly</td>
<td>No Charge</td>
<td>$49,500 / yearly</td>
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<tr>
<td>Outbound Minutes approximate 80,000 outbound minutes/month</td>
<td>0.02 / minute</td>
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<td>Inbound Minutes approximate 430,000 inbound minutes/month</td>
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<td>$1 monthly</td>
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<tr>
<td>Short Message Service (SMS)</td>
<td>0.01 / message</td>
<td>0.03 / message</td>
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<td>Invoicing for minutes used</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
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<tr>
<td>Contract (annual with option to renew)</td>
<td>YES</td>
<td>No **</td>
<td>No **</td>
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<tr>
<td>Redundancy / Failover</td>
<td>Redundant connections with several major Tier 1 network carriers.</td>
<td>Have multiple servers and call routes in place. Only use top quality providers.</td>
<td>Dual redundant Session Initiation Protocol (SIP) architecture.</td>
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</tbody>
</table>

* use their IVR designer tools or have their team create the applications

** no contracts, pre-paid service only
MIAMI-DADE COUNTY
PURCHASE REQUISITION

REQUISITION ID: RQET1300013 PRINT DATE: 03/26/13 PAGE: 01

REQUISITION STATUS: POST BUYER: KIMBERLY CRAIG

SHIP TO: BILL TO:
ENTERPRISE TECHNOLOGY SERVICES ENTERPRISE TECHNOLOGY SERVICES
ACCOUNTING ACCOUNTING
5680 SW 87TH AVE 5680 SW 87TH AVE
MIAMI, FL 33173 MIAMI, FL 33173

DATE REQUIRED: 06/30/13
CONTACT: MIRTA CARDOSO
(305) 596-8690 EXT -

RECOMMENDED VENDOR: ** NO RECOMMENDED VENDOR

PHONE: ( ) EXT -

-----------------------------------------------
LINE QUANTITY U/M COMMODITY-NO UNIT COST EXTENDED PRICE
-----------------------------------------------
001 1.00 LO 918-29 84,000.0000 84,000.00

THIS IS FOR TWILIO CLOUD COMMUNICATIONS VOICE AND SMS SERVICES
AS DETAILED ON THE ATTACHED JUSTIFICATION DOCUMENT.
******************************************************************************************
INITIAL TERM: ONE YEAR WITH THREE YEARLY OPTIONS TO RENEW.

-----------------------------------------------
STATE TAX TOTAL:
LOCAL TAX TOTAL:
-----------------------------------------------
ESTIMATED TOTAL: 84,000.00

DEPARTMENT CONTACTS:

TECHNICAL - END USER: COC - CHARIS LUBRCK (305) 375-2060
ITD CONTACT: MIRTA CARDOSO (305) 596-8690
CONTINUED, NEXT PAGE
MIAMI-DADE COUNTY
PURCHASE REQUISITION

REQUISITION ID: RQET1300013      PRINT DATE: 03/26/13      PAGE: 02

REQUISITION STATUS: POST      BUYER: KIMBERLY CRAIG

DATE REQUIRED: 06/30/13
CONTACT: MIRTA CARDOSO
(305) 596-8690 EX -

RECOMMENDED VENDOR:
** NO RECOMMENDED VENDOR

PHONE: ( ) EX -

SUMMARY ACCOUNTING INFORMATION

<table>
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<th>SUBOBJ</th>
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******* LAST PAGE *******
Action: Bid Waiver Contract Request  
Requisition#: RQET1300013
Title: Cloud-Hosted Communications System Service and Maintenance Agreement
Committee/Committee Date: N/A  
Projected BCC Date: N/A

Purpose of the Acquisition: To purchase a Cloud-Hosted Communications System for the Clerk of Courts (COC) for Interactive Voice Response (IVR) with optional Short Message Service (SMS). The Cloud-Hosted IVR system will replace the current On-Premise IVR system that has reached the end of its useful life cycle.

Recommended Action: Establish a bid waiver contract with Twilio, Inc. to provide COC with a Cloud-Hosted Communications System that provides for flexibility, affordability, scalability and ease of use.

Contract Term: Two-year initial term with five two-year Options-To-Renew

Contract Amount: $240,000 for the initial two year term

<table>
<thead>
<tr>
<th>Estimated Cumulative Value:</th>
<th>Term</th>
<th>Duration</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Term</td>
<td>2 Year</td>
<td>$240,000</td>
<td></td>
</tr>
<tr>
<td>OTR1</td>
<td>2 Year</td>
<td>$240,000</td>
<td></td>
</tr>
<tr>
<td>OTR2</td>
<td>2 Year</td>
<td>$240,000</td>
<td></td>
</tr>
<tr>
<td>OTR3</td>
<td>2 Year</td>
<td>$240,000</td>
<td></td>
</tr>
<tr>
<td>OTR4</td>
<td>2 Year</td>
<td>$240,000</td>
<td></td>
</tr>
<tr>
<td>OTR5</td>
<td>2 Year</td>
<td>$240,000</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>$1,440,000</td>
</tr>
</tbody>
</table>

Background:

The Interactive Voice Response (IVR) system currently in operation at the Clerk of Courts (COC) was awarded under a Clerk’s Agreement dated September 17, 2004. The IVR system handles an average of 218,000 calls per month on analog lines and provides automated information in English and Spanish for general topics such as office locations, hours of operation, mailing instructions and compliance requirements, as well as specialized topics such as traffic school elections, requests for hearings and acceptance of credit card payments. While voice recognition and text-to-speech are not being used in the existing environment, complex translation tables are required for items such as criminal charges, judges’ names, street names and vehicle makes, and regular updates are required. All IVR applications currently reside on three (3) COC production servers consisting of thirty-two (32) phone lines each, and one (1) development server with four (4) phone lines. These servers have reached their maximum capacity in terms of phone lines supported. Additionally, both the operating system and vendor application are no longer supported.

COC has requested that a non-competitive contract be established for a Cloud-Hosted IVR system with optional Short Message Service (SMS). The new communications system will update the technology from On-Premise to Cloud-Hosted IVR, allowing the COC to retire communications hardware and software that has reached end of life in both functionality and capacity, and that would be cost prohibitive to upgrade. With Cloud-Hosted IVR, everything related to communications and applications will be hosted online.
Market Research:

COC IVR application developers use a Visual Studio 2012 platform and in-house C# .net programming language. They maintain their projects by using only third-party application programming interface (API) helper libraries that are made as Visual Studio extensions called NuGet packages. This allows the COC to manage the installation and removal of such libraries from their projects in house, and to code their own voice applications.

Market research reveals that Cloud-Hosted IVR systems may be procured from other vendors including but not limited to Aculacloud, CallFire and Voxeo. However, only Twilio offers an open, scalable platform that allows the COC to use their existing developers' skill sets, applications and voice clips, and does not require additional developer training in VXML programming or other languages or applications. The Cloud-Hosted IVR system available from Twilio facilitates rapid deployment and in-house system maintenance. The following table provides a comparison of features:

<table>
<thead>
<tr>
<th>Scalable Cloud Based IVR Systems</th>
<th>Twilio</th>
<th>Aculacloud</th>
<th>CallFire</th>
<th>Voxeo</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off-the-shelf C# .net software supported</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>API Helper Libraries / NuGet pkgs supported</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Existing sound clips supported and stored locally</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Additional COC developer training required</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Rapid deployment of new IVR projected</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

Twilio allows for interface with existing COC web services, hosts all telephony equipment, maintains redundant connections with several major Tier 1 network carriers, and allows for scalability and optional SMS functionality.

Recommendation:

Authorization is requested to establish a bid waiver contract with Twilio, Inc. for COC to obtain a Cloud-Hosted Communications System for Interactive Voice Response (IVR) with optional Short Message Service (SMS). The Cloud-Hosted IVR will provide COC with a flexible, scalable communications system that can be deployed rapidly and maintained internally, with no additional developer training required. The Cloud-Hosed IVR system will replace the current On-Premise system that has reached end of life. Approval of the bid waiver will provide continuity of services and ensure no disruption to daily operations.

[Signatures]

Procurement Contracting Officer

Date: 4/17/2013
Hi Vivian,

Could you please evaluate RQET1300013 for measures? It is a bid waiver, and will be managed by ITD on behalf of COC.

Kind Regards on a soggy day,