DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

☑ New RFP ☐ OTR ☐ Sole Source ☐ Bid Waiver ☐ Emergency   Previous Contract/Project No.

Contract

L8861-0/20

☐ Re-Bid ☐ Other   LIVING WAGE APPLIES: ☐ YES ☑ NO

Requisition No./Project No.: RQET1800019   TERM OF CONTRACT 5 YEAR(S) WITH 0 YEAR(S) OTR

Requisition /Project Title: COMMUNICATION LIFECYCLE MANAGEMENT HOSTING SOLUTION

Description:

The objective of this solicitation is to secure a contractor to provide a Communication Lifecycle Management Hosting Solution (hereinafter "Solution") inclusive of all software licensing, implementation, integration, configuration, data conversion, training, etc.

Issuing Department: Information Technolo   Contact Person: Mirta Cardosa   Phone: (305) 596-8690

Estimate Cost: $950,000

	GENERAL	FEDERAL	OTHER
Funding Source:	Internal Ser		

ANALYSIS

Commodity Codes:

205-54				

Contract/Project History of previous purchases three (3) years

Check here ☑ if this is a new contract/purchase with no previous history.

	EXISTING	OTR YEARs	3RD YEAR
Contractor:	Calero Software		
Small Business Enterprise:			
Contract Value:	$105,000		

Comments:

Continued on another page (s): ☐ YES ☐ NO

RECOMMENDATIONS

	Set-aside	Sub-contractor goal	Bid preference	Selection factor
SBE				

Basis of recommendation:

Signed: Tiondra Wright	Date sent to SBD: 3/29/19
	Date returned to DPM:

REQUEST FOR PROPOSALS (RFP)
COMMUNICATION LIFECYCLE MANAGEMENT HOSTING SOLUTION

2.0 SCOPE OF SERVICES

2.1 **Background**

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade Information Technology Department, (ITD) is soliciting proposals for a Communication Lifecycle Management Hosting Solution (hereinafter "Solution") inclusive of all software licensing, implementation, integration, configuration, data conversion, training, software maintenance and support services. The purpose of the Solution is to optimize efficiency for the Information Technology Department in the following key telecommunication areas:

- Telecomm Work Order Management
- Telecomm Invoice Reconciliation Activities
- Telecomm Invoice Payment
- System Integration
- Communication Lifecycle Management
- Visibility of Telecommunication Assets and Costs

Miami-Dade County Information Technology Department manages the procurement, provisioning and maintenance of assets, contract management, invoice reconciliation, chargebacks and work order processing for over 24,000 wired and 15,000 mobile devices. Chargebacks to departments for telecommunication devices and services is anticipated to surpass $7.8 million annually. The following three IT divisions work in supporting telecommunications for the County: Shared Services, Field Services and Finance. Each division has primary roles in customer service, device management, project management, device setup, deployment, department chargeback and vendor payment that are required for providing telecommunication services to all County Departments.

2.2 **Current Application and Processes**

ITD currently utilizes a Solution provided by Calero Holdings, Inc. ("Calero") to manage all telecommunication devices and services. The Field Services Division utilizes Remedy (a BMC software solution), ITD Shared Services Division utilizes Calero's Pinnacle system and ITD Financial Division utilizes a custom developed application. Field Services primarily work with the devices on installation, configuration (Avaya / Cisco Call Manager) and repairs. Shared Services primarily work with the customers and carriers to ensure the correct services are provided. Additionally, Shared Services is responsible for the procurement, inventory management, customer chargeback and usage-based reporting and analytics. Wired vendor invoices are reconciled and approved for payment by ITD Financial Division, utilizing a custom developed application. Wireless invoices are first reconciled in Calero's Solution and then manually in excel spreadsheets prior to payment.

Work Orders for telecom incidents and MACs (Move/Add/Changes) originate in the County's Remedy application and interface to Pinnacle via a real-time Web Service interface for Shared Services to provision. In Pinnacle, work orders are processed and re-assigned back to Remedy if needed. For any new parts, orders are placed in Remedy which interface to ITD's inventory management warehouse application (Infor EAM) for fulfillment. MACs are communicated by Shared Services to Vendors through an interface built in Remedy. Inventories are maintained in Pinnacle for handsets, cable TV and wired services to chargeback departments on a monthly basis at yearly established unit rates for each device/service. Wireless chargebacks are processed monthly, based on charges for the service provided plus an established monthly administrative fee.

Vendor invoices for wired and wireless devices are uploaded to Pinnacle on a monthly basis for reconciliation and historical reporting. Detailed reconciliation for payments is processed outside of Pinnacle by ITD Financial Division. Payments to vendors are processed through the County's automated Accounts Payable system.

2.3 Objectives

The County wishes to acquire a comprehensive, configurable hosted software solution that can efficiently reconcile telecom invoices from telecom vendors, fully integrate to Remedy and Infor EAM to manage telecom work orders, maintain wired & wireless inventories, and chargeback departments based on inventory for improved transparency.

The Solution will incorporate and enhance current workflows from existing applications and manual procedures to expedite the County's processes and facilitate data sharing and reporting. The proposed solution shall:

1. Reconcile telecomm invoices (wired/wireless)
2. Allow for wireless rate plan reconciliation
3. Communicate directly to carriers
4. Manage telecom inventory
5. Interface two way with Cisco Call Manager and Avaya
6. Integrate real time two way with Remedy Application
7. Manage work orders cohesively when telecom technicians work out of Remedy and CSRs work out of the new TEM system solution.
8. Manage work order projects that can efficiently allow mass updates to 100s of telephone lines for MACs (Move/Add/Change) and charge labor / parts accordingly.
9. Charge back departments for wireless and wired services and devices
10. Provide detailed and summarized reporting
11. Provide Usage-based reporting and analysis

The proposed Solution will be the core telecommunication management system for all Miami Dade County departments. The County is seeking an integrated, commercially available Solution provided by the developer of the software being proposed. Integration of business process design, configuration, data conversion, project management and a comprehensive implementation plan including training are required. The County will only consider Solutions hosted by the selected proposer. The County will consider Subscription Software Licenses or Perpetual Licenses or any other license model that meet the County's needs. The proposal shall include software license(s) or cloud based software subscription pricing to accommodate the estimated number of wired and wireless devices and monthly spend. The County desires not to purchase separate licenses for third party applications which are embedded into the Solution, if any. All licenses that may be required by the Solution for third party software are to be included with the proposed Solution and maintained throughout the term of the resultant contract. All costs are to be included within the proposal response. If the proposed Solution requires third party software licenses not embedded into the Solution in order to meet the technical and functional requirements of this solicitation, the County reserves the right to leverage software license agreements that may be in place between any proposed third party software copyright holders. This entitles all parties included as "Users" for this solicitation, with the advantage of reducing software acquisition or maintenance costs. ("Users" includes other entities in addition to the County).

The proposed Solution must be capable of providing the following general functionalities:

1. A seamlessly integrated Solution which provides a configurable homogenous system and centralized repository of information.
2. Mobile Solution for field workers shall be provided. The County desires that the full features of the Solution be available within the mobile device optimized user interface.
3. Implementation of web services to facilitate data transfer between the Solution and various systems.

2.4 Functionalities

2.4.1 Work Order Management

- The solution must enable ITD Shared Service Division to receive work orders interfaced from Remedy and re-assign back to Remedy if needed.

- The solution must communicate back and forth with Remedy to process work orders, update inventory (handsets, subscribers, services).
- The solution must communicate with Remedy to share subscribers, services, handsets, locations and index codes and charges.
- Ability to manage work orders for one single service number or multiple service number work orders, also referred to as projects.
- Ability to enter daily billable and non-billable labor hours to charge back customers.
- Ability to utilize mobile devices to manage work orders, post labor charges, and update inventory.
- Ability to scan and swap handsets to update inventory.
- Ability to enter one time and recurring charges.
- Ability to assign from an inventory of available handset / service numbers to subscribers from WO screen
- Ability to contact telecom vendors for MAC changes directly from work order system.
- Solution must include order tracking capabilities with vendor.

2.4.2   Invoice Reconciliation

- Ability to view uploaded current and historic vendor invoices for wired, wireless services (AT&T), long distance, pagers, and landline services.
- Provide continuous maintenance of invoice uploads to process carrier invoice format changes (EDI format).
- Ability to print summarized and detailed invoices (current and historic).
- Track payment history.
- Reconcile expired or "out of service" index codes for monthly recurring charges to chargeback departments.
- Reconcile against inventory database to generate exception reports.
- Contain invoice management workflow.
- View all non-billable charges.
- Contain approval path for invoice payment to vendors. Adjust payments to invoice for past due balances, credits and debits.
- Provide dispute process to communicate with vendors for short payment.
- Provide fraud process for long distance calls.
- Ability to reconcile wireless charges vs. contract rate for each phone number.
- Ability to reconcile landline charges vs. contract rate based on USOCs
- Ability to reconcile long distance charges vs. contract rate for each phone number
- Ability to manually adjust charges for each wireless device and landline services.
- Capture spikes in usage/fees.
- Trend Account Variances
- Flag duplicate charges.
- Compare month to month charges.
- Ability to store and view providers' contract terms and conditions.
- Validate the accuracy of vendor invoices.
- Analysis of invoice charges.
- Reconcile invoice against baseline of contracted rates, services and accounts.
- Create and manage disputes on invoice charges.
- Track payments, adjustments and invoice approvals.
- Support electronic and paper invoices.
- Enforcing the integrity of service inventory
- Post current charges
- Post current credits
- Post Past Due amount
- Post outstanding payment in transit.
- Post outstanding NBS credit in transit.
- Post payment variance.
- Post NBS variance.

- Insert formula that states current charges minus NBS credits plus past due amount will produce total amount due.
- Insert formula that state payment in transit plus NBS credit in transit plus UAPIG variance plus payment variance and minus total amount due will produce the running AT&T balance.
- Progressive activation of more detailed reconciliation integrity checks.
- Identify overpayments.
- Identify underpayments.
- Contract optimization.
- Detailed validation of invoice charges.
- Configure flexible variance checks.
- Identify invoice discrepancies.
- Classify "invoice discoveries" for additional investigation.
- Streamline creation of disputes.
- Categorize dispute candidates to optimize mitigation process.

2.4.3   Invoice Payment

- Streamline invoice review and approval
- Maintain an electronic audit trail for each tier of approval workflow
- Detailed audit trail of all payments
- Automate feeds to enterprise AP system
- Eliminate manual re-entry errors
- Repurpose resources through automation
- Substantiate payment dates to contractual commitments
- Benchmark timeframes and operational performance from receipt through payment

2.4.4   COMMUNICATION LIFECYCLE MANAGEMENT

- Ability to view and update inventory of wired and wireless services / devices to include:
    - Subscriber
    - Service number
    - Location
    - Index code
    - Department
    - Device MACs / Serial Numbers
    - Monthly recurring charges
- Ability to chargeback monthly recurring charges for each landline (service number and device)
- Ability to track multiple inventories per person
- Ability to apply mass updates for moves, activations, and disconnects for projects.
- Ability to isolate chargebacks to Non-County affiliations
- Solution must maintain inventory of hardware infrastructure (PBX, routers, switches, etc.)
- Solution must include plan optimization for wireless phones
- Ability to customize rate plans

2.4.5   VISIBILITY OF TELECOMMUNICATION ASSET AND COST

- Ability to incorporate custom Crystal reports
- Ability to allow MDC developers to create own SQL reporting and PL/SQL procs
- Ability to allow front end users to create customized inventory report queries including:
    - By Index Code

- o By Department
- o By User
- o By service type
- Reports detailing wireless and landline charges for each phone number and services.
- Financial reconciliation reports comparing invoices paid to chargebacks
- Full detail and summarized report of chargebacks
- Full detail and summarized report of invoices paid
- Discrepancy reports for invoices
- Fraud reports for invoices
- Adjustment reports for invoices
- Reports on billable vs. non-billable charges

2.5 Systems Integration

- Two way real time interface to Remedy application (Miami Dade County's IT Department's WO intake system)
- Two way interface with Infor EAM to procure new handsets and upload handsets to solution's inventory
- Interface to update application with Personnel and Index Codes from MDC HR system
- Interface monthly chargebacks to ITD billing system (ICI) and/or PeopleSoft
- Two way interface with Cisco Call Manager to manage VOIP phones
- Two way interface with Avaya to manage Avaya networks
- Solution needs to have flexibility to interface via Flat File as well as Web Services
- Ability to add custom exit points.

2.6 Configuration
Solution must have the ability to modify screens and hide fields to simplify the look and feel of application.

2.7 Data Conversion
The County will perform the extraction and transform steps required to prepare files, in a mutually agreed upon file format, with data from the various sources needing data conversion for load into the proposed Solution's database. The selected Proposer must map the data of the extracted and transformed files to the database structure of the proposed Solution. The County will collaborate with the Selected Proposer to answer questions about the data within the files to be used for data load into the proposed Solution's database. The Selected Proposer shall be responsible for the load of the data into the proposed Solution database.

2.8 Training
On-site training shall be provided including but not limited to the following roles: Finance, Customer Service Representatives, Field Technicians, and System Administrators. Additionally, the Selected Proposer shall provide continuously accessible web training throughout the life of the contract for both internal and external users. The estimated number of users for training and expected number of licenses required are as follows:

Role	Estimate
Finance Division	10 – 15 Users
Customer Service Representatives	10 – 15 Users
Field Technicians	5 – 10 Users
System Administrators	5 Users

2.9 Project Management
The Selected Proposer shall assess and report the current status of the project and provide the designated Project Manager with overall direction in managing the implementation of this project. The project planning and management task of the vendor shall include but not be limited to review of initial phase reports, recommendation of overall direction for implementation, assist the County in setting priorities, develop schedules for entire project and in more detail for each of the phases, identify resource requirements, define milestones and resource requirements, and define software testing method. The Vendor shall provide the County with a written detailed report on the Vendor's recommended schedule of implementation, including work schedule and completion dates which will be adhered to by the Vendor. This document shall be submitted for approval prior to

commencement. During this period, the Vendor shall also provide an electronic version of the company's training manual and operations manual. The County reserves the right to reproduce and post electronically the training and operations manuals for the County's use.

2.10   Software Escrow

Software escrow shall be provided by the selected Proposer. The selected Proposer shall be required to enter into a software escrow agreement with a licensed third party agent to house the source code associated with the proposed Solution at the time of Final Solution Acceptance.

2.11   Maintenance Support

Selected Proposer shall provide the County with software maintenance services and technical support covering, as listed below.

1.   All software must be of the most recent release and all software upgrades issued by the Licensor must be available to the County at no additional charge. The software maintenance plan shall include the option of installation of new releases by the licensor.
2.   Corrections of substantial defects in the Software ("Solution") so that the Solution will operate according to specifications to be resolved as Severity Level 1. See Technical Support Services chart below.
3.   Periodic updates of the Solution may incorporate:
4.   Corrections of any substantial defects;
5.   Fixes of any minor bugs; and,
6.   Fixes due to any conflicts with mandatory operating security patches, to be resolved as Severity Level 1; and,
7.   Licensor enhancements made to any system components that MDC has licensed.
8.   Updates to the system must be provided as determined by legally mandated requests.
9.   Remote Server Access to any County server providing the application services either by Citrix SSL VPN, Encrypted Connection, or dedicated IP address; access will require prior approval from Miami-Dade County.
10.   Maintenance of other non-production County environments, such as test, development, and staging, will be included as part of support.

2.12   Technical Support

The County desires an escalation and response time as listed below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A major component of the Solution, whether hardware or software, is in a non-responsive state and severely affects Users' productivity or operations. A high impact problem which affects the Users.	15 minutes	One (1) Hour	15 minutes
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time; functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	One (1) Hour	Four (4) Hours	30 minutes
3=Important	Lesser issues, questions, or items that minimally impact the work flow or require a work around.	4 hours	Twenty-four (24) Hours	Four (4) Hours

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
4=Minor	Issues, questions, or items that don't impact the work flow. Issues that can easily be scheduled such as an upgrade or patch.	8 hours	72 hours for an acceptable work around until final resolution	Weekly Status Call