**DEPARTMENTAL INPUT**

**CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION**

- **New** [ ]  **OTR** [ ]  **Sole Source** [ ]  **Bid Waiver** [ ]  **Emergency** [ ]  Previous Contract/Project No.: IB7241-1/21
- **Contract** [ ]  **Re-Bid** [ ]  **Other** [ ]  LIVING WAGE APPLIES: [ ]  YES [ ]  NO
- **Requisition No./Project No.**: RQHD1700001  **TERM OF CONTRACT** [ ]  YEAR(S) WITH [ ]  YEAR(S) OTR
- **Requisition/Project Title**: Public Housing Answering Service
- **Description**: To establish an answering service for inbound calls for PHCD to dispatch urgent/emergency calls & maintenance calls after working hours, weekends and holidays.
- **Issuing Department**: PHCD  **Contact Person**: Colleen Johnson  **Phone**: 786-469-4466
- **Estimate Cost**: $150,000.00  **Funding Source**:  **GENERAL** [x]  **FEDERAL** [ ]  **OTHER** [ ]

### ANALYSIS

#### Commodity Codes:

- 915-05

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

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

<table>
<thead>
<tr>
<th>Contractor</th>
<th>EXISTING</th>
<th>2ND YEAR</th>
<th>3RD YEAR</th>
</tr>
</thead>
</table>

| Small Business Enterprise: | $ | $ | $ |

**Contract Value:**

**Comments:**

Continued on another page(s): [ ] YES [ ] 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>
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</table>

**Basis of recommendation:**

Signed: [Tonya James]

Date sent to SBD: 11/07/2016

Date returned to DPM:

Revised April 2005
PHCD Answering Service

Scope of Work

The purpose of this solicitation is to establish an answering service for inbound calls received, to dispatch urgent/emergency telephone calls; to provide messages for all incoming maintenance calls from tenant which occur after working hours (5:00 p.m. to 8:00 a.m.), weekends (Saturday and Sunday 24 hours), and observed holidays for the Miami-Dade Public Housing and Community Development (PHCD).