

## 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: 5 YEAR(S) WITH NA 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: 786-469-4166

Estimate Cost: \$150,000.00

Funding Source:   
 GENERAL    
 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.

	EXISTING	2 <sup>ND</sup> YEAR	3 <sup>RD</sup> YEAR
<b>Contractor:</b>			
<b>Small Business Enterprise:</b>			
<b>Contract Value:</b>	\$	\$	\$

Comments:

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

### RECOMMENDATIONS

	Set-aside	Sub-contractor goal	Bid preference	Selection factor
<b>SBE</b>				

Basis of recommendation:

Signed: Tonya James   
 Date sent to SBD: 11/07/2016

Tonya James   
 Date returned to DPM:

## **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).