

Memorandum



Date: November 2, 2021

Agenda Item No. 8(F)(13)

To: Honorable Chairman Jose "Pepe" Diaz
and Members, Board of County Commissioners

From: Daniella Levine Cava
Mayor

A handwritten signature in blue ink that reads "Daniella Levine Cava".

Resolution No. R-1037-21

Subject: Request for Approval to Exercise the Fourth Option to Renew Term under Contract No. BW9754-5/25-3, Cloud-Hosted Communications System Service and Maintenance Agreement

This item was amended at the October 14, 2021 County Infrastructure, Operations and Innovations Committee meeting, reducing the term of the contract from two years to one year and the allocation amount from \$250,000 to \$125,000. There were conforming changes made to the title of the resolution.

Recommendation

It is recommended that the Board of County Commissioners (Board) authorize approval to exercise the fourth option to renew term under *Contract No. BW9754-5/25-3, Cloud-Hosted Communications System Service and Maintenance Agreement*, for the Clerk of Courts. Board approval is required as the requested renewal term exceeds the County Mayor's delegated authority.

This contract was awarded to Twilio, Inc. (Twilio) under delegated authority in October 2013, for a two-year term with five, two-year option to renew terms. Subsequently, the Board approved the first, second, and third option to renew terms through Resolution Nos. R-1152-15, Resolution No. R-1175-17, and Resolution No. R-1219-19, respectively. The contract is currently in the third option to renew term.

The contract provides the Clerk of Courts with monthly phone support services through a Cloud-Hosted Communications System (System) for Interactive Voice Response, including Short Message Service and Voice Over Internet Protocol capabilities. This System allows members of the public to interface with the Clerk of Courts to obtain court related information by phone and through text messaging. The System is flexible and customizable, lowering telephone line costs while enhancing customer satisfaction. The Interactive Voice Response is maintained internally, with no additional developer training required. The System also provides for automation and custom messaging to meet the operational needs of the Clerk of Courts, including, but not limited to, the delivery of jury pool notifications, notices to appear, and traffic and parking citation payments.

A Request for Information (RFI), RFI-02038, was advertised from August 4, 2021 through August 10, 2021, to determine the availability of vendors capable of providing these services. Two firms, Blacc Spot Media, Inc. and Carahsoft Technology Corp., responded to the RFI indicating they are authorized to provide maintenance and support services for Twilio systems. Based on the information received from the RFI, and staff's confirmation with the manufacturer of the system, it is recommended to exercise only the fourth option to renew term at this time. During this timeframe, the Clerk of the Courts will prepare the scope of work to be incorporated in a competitive solicitation for maintenance and support services for the System.

The replacement of the existing System may cost approximately \$1 million. Additionally, the replacement will require training, higher costs to port existing phone lines, and limitations on the use of existing in-house development tools and skill sets. The current System provides best in class functionality and its ability to adapt to changes in the department's needs makes the current software a vital part to the Clerk of Courts' operations. Recent System enhancements has also reduced the call waiting time.

Accordingly, it is in the County’s best interest to exercise the fourth option to renew term for a one-year period as amended to ensure the continuity of maintenance and support services for the System, while transitioning the acquisition of these services through a competitive process. Upon award of a competitive contract, this contract will be terminated for convenience in accordance with the terms of the contract.

Scope

The impact of this item is countywide in nature.

Fiscal Impact/Funding Source

The contract has a cumulative allocation of \$1,258,834 and expires on December 31, 2021. If this request is approved, the contract will have a modified cumulative allocation of \$1,383,824 and will expire on December 31, 2022.

Department	Current Cumulative Allocation	Allocation Requested for Option to Renew Terms	Modified Cumulative Allocation	Funding Source	Contract Manager
Clerk of Courts	\$ 1,258,834	\$125,000	\$1,383,834	Proprietary Funds	Miguel Mukodsi
Total:	\$ 1,258,834	\$125,000	\$1,383,834		

Track Record/Monitor

Sade Chaney of the Internal Services Department is the Procurement Contracting Manager.

Delegated Authority

If this item is approved, the County Mayor or County Mayor’s designee will have the authority to exercise all provisions of the contract, including any cancellation, renewal or extension provisions, pursuant to Section 2-8.1 of the County Code and Implementing Order 3-38.

Awarded Vendor

Vendor	Principal Address	Local Address	Principal
Twilio, Inc.	375 Beale Street Suite 300 San Francisco, CA	None	Jeff Lawson

Due Diligence

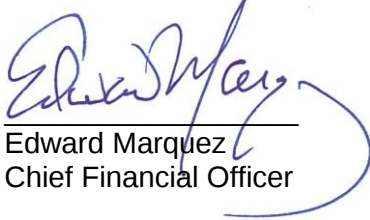
Pursuant to Resolution No. R-187-12, due diligence was conducted in accordance with the Internal Services Department’s Procurement Guidelines to determine contractor responsibility, including verifying corporate status and that there are no performance or compliance issues. The lists that were referenced included convicted vendors, debarred vendors, delinquent contractors, suspended vendors, and federal excluded parties. There were no adverse findings relating to contractor responsibility.

Pursuant to Resolution No. R-98-12, staff contacted the vendor to negotiate a reduction in pricing for the fourth option to renew term. Those efforts resulted in an average savings of 29 percent for the System rates most frequently utilized by the County.

Honorable Chairman Jose "Pepe" Diaz
and Members, Board of County Commissioners
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Applicable Ordinances and Contract Measures

- The two percent User Access Program applies.
- The Small Business Enterprise measures and Local Preference do not apply.
- The Living Wage does not apply, as this is not a covered service under Living Wage Ordinance.



Edward Marquez
Chief Financial Officer



MEMORANDUM

(Revised)

TO: Honorable Chairman Jose "Pepe" Diaz
and Members, Board of County Commissioners

DATE: November 2, 2021

FROM: 
Gen Bonzon-Keenan
County Attorney

SUBJECT: Agenda Item No. 8(F)(13)

Please note any items checked.

- ☐ "3-Day Rule" for committees applicable if raised
- ☐ 6 weeks required between first reading and public hearing
- ☐ 4 weeks notification to municipal officials required prior to public hearing
- ☐ Decreases revenues or increases expenditures without balancing budget
- ☐ Budget required
- ☐ Statement of fiscal impact required
- ☐ Statement of social equity required
- ☐ Ordinance creating a new board requires detailed County Mayor's report for public hearing
- ☐ No committee review
- ☐ Applicable legislation requires more than a majority vote (i.e., 2/3's present ____, 2/3 membership ____, 3/5's ____, unanimous ____, CDMP 7 vote requirement per 2-116.1(3)(h) or (4)(c) ____, CDMP 2/3 vote requirement per 2-116.1(3)(h) or (4)(c) ____, or CDMP 9 vote requirement per 2-116.1(4)(c)(2) ____ to approve
- ☒ Current information regarding funding source, index code and available balance, and available capacity (if debt is contemplated) required

Approved _____ Mayor
Veto _____
Override _____

Agenda Item No. 8(F)(13)
11-2-21

RESOLUTION NO. _____ R-1037-21

RESOLUTION AUTHORIZING COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO EXERCISE THE FOURTH OPTION TO RENEW TERM FOR ONE YEAR ONLY FOR CONTRACT NO. BW9754-5/25-3, CLOUD-HOSTED COMMUNICATIONS SYSTEM SERVICE AND MAINTENANCE AGREEMENT, IN AN AMOUNT NOT TO EXCEED \$125,000.00 FOR A TOTAL MODIFIED CONTRACT AMOUNT OF \$1,383,834.00 FOR THE CLERK OF THE COURTS; AND AUTHORIZING THE COUNTY MAYOR OR COUNTY MAYOR'S DESIGNEE TO EXERCISE ALL PROVISIONS OF THE CONTRACT, DURING THE OPTION TO RENEW PERIOD, INCLUDING ANY CANCELLATION, RENEWAL OR EXTENSION PROVISIONS, PURSUANT TO SECTION 2-8.1 OF THE COUNTY CODE AND IMPLEMENTING ORDER 3-38

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that:

Section 1. This Board authorizes the County Mayor or the County Mayor's designee to exercise the fourth option to renew period >>for one year only<<¹ for Contract No. BW9754-5/25-3, cloud-hosted communications system service and maintenance agreement, in an amount not to exceed ~~[[\$250,000.00]]~~ >>\$125,000.00<< for a total modified contract amount of ~~[[\$1,508,834.00]]~~ >>\$1,383,834.00<< for the Clerk of the Courts.

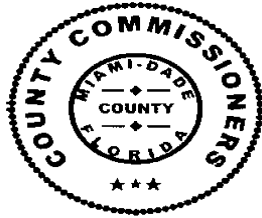
¹ Committee amendments are indicated as follows: Words stricken through and/or [[double bracketed]] are deleted, words underscored and/or >>double arrowed<< are added.

Section 2. This Board authorizes the County Mayor or County Mayor’s designee to exercise all provisions of the contract, during the option to renew period, including any cancellation, renewal or extension provisions, pursuant to Section 2-8.1 of the County Code and Implementing Order 3-38. A copy of the contract is on file with and available upon request from the Internal Services Department, Strategic Procurement Division.

The foregoing resolution was offered by Commissioner **Rebeca Sosa** , who moved its adoption. The motion was seconded by Commissioner **Danielle Cohen Higgins** and upon being put to a vote, the vote was as follows:

Jose “Pepe” Diaz, Chairman	aye		
Oliver G. Gilbert, III, Vice-Chairman	aye		
Sen. René García	aye	Keon Hardemon	aye
Sally A. Heyman	aye	Danielle Cohen Higgins	aye
Eileen Higgins	aye	Joe A. Martinez	aye
Kionne L. McGhee	aye	Jean Monestime	absent
Raquel A. Regalado	aye	Rebeca Sosa	aye
Sen. Javier D. Souto	aye		

The Chairperson thereupon declared this resolution duly passed and adopted this 2nd day of November, 2021. This resolution shall become effective upon the earlier of (1) 10 days after the date of its adoption unless vetoed by the County Mayor, and if vetoed, shall become effective only upon an override by this Board, or (2) approval by the County Mayor of this resolution and the filing of this approval with the Clerk of the Board.



MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF
COUNTY COMMISSIONERS

HARVEY RUVIN, CLERK

Melissa Adames

By: _____
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency.

A handwritten signature in black ink, appearing to be "OR", written over a horizontal line.

Oren Rosenthal