

# ISSUING DEPARTMENT INPUT DOCUMENT

## CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

New   
  OTR   
  Sole Source   
  Bid Waiver   
  Emergency   
 Previous Contract/Project No. FB-00504

Re-Bid   
  Other – Access of Other Entity Contract   
 LIVING WAGE APPLIES:  YES  NO

Requisition No./Project No.: FB-02045   
 TERM OF CONTRACT 5 YEAR(S) WITH  YEAR(S) OTR

Requisition /Project Title: Public Housing Answering Service

Description: The purpose is to establish a contract for answering services for inbound calls received after work hours for the Miami-Dade County Department of Public Housing and Community Development (PHCD).

Issuing Department: ISD-SPD for PHCD   
 Contact Person: Prisca Tomasi   
 Phone: (305) 375-1075

Estimate Cost: \$150,000

Funding Source:   
 GENERAL    
 FEDERAL X   
 OTHER

### ANALYSIS

<b>Commodity Codes:</b>	<span style="border: 1px solid black; padding: 2px;">725-28</span>	<span style="border: 1px solid black; padding: 2px;">839-31</span>	<span style="border: 1px solid black; padding: 2px;">839-32</span>	<span style="border: 1px solid black; padding: 2px;">839-84</span>	<span style="border: 1px solid black; padding: 2px;">915-05*</span>
Contract/Project History of previous purchases three (3) years Check here <input type="checkbox"/> if this is a new contract/purchase with no previous history.					
	<b><u>EXISTING</u></b>	<b><u>2<sup>ND</sup> YEAR</u></b>	<b><u>3<sup>RD</sup> YEAR</u></b>		
<b>Contractor:</b>	<span style="border: 1px solid black; padding: 2px;">Gilson Software Solutions</span>	<span style="border: 1px solid black; padding: 2px;"></span>	<span style="border: 1px solid black; padding: 2px;"></span>		
<b>Small Business Enterprise:</b>	<span style="border: 1px solid black; padding: 2px;">No</span>	<span style="border: 1px solid black; padding: 2px;"></span>	<span style="border: 1px solid black; padding: 2px;"></span>		
<b>Contract Value:</b>	<span style="border: 1px solid black; padding: 2px;">\$150,000</span>	<span style="border: 1px solid black; padding: 2px;"></span>	<span style="border: 1px solid black; padding: 2px;"></span>		
<b>Comments:</b>	<span style="border: 1px solid black; padding: 2px;">N/A</span>				

Continued on another page (s):     YES     NO

### RECOMMENDATIONS

	Set-Aside	Subcontractor Goal	Bid Preference	Selection Factor
<b>SBE</b>	<span style="border: 1px solid black; padding: 2px;"></span>	<span style="border: 1px solid black; padding: 2px;"></span>	<span style="border: 1px solid black; padding: 2px;"></span>	<span style="border: 1px solid black; padding: 2px;"></span>

Basis of Recommendation:

<b>Signed:</b> <span style="border: 1px solid black; padding: 2px;">Prisca Tomasi</span>	<b>Date sent to SBD:</b> <span style="border: 1px solid black; padding: 2px;">08/19/2021</span>
	<b>Date returned to SPD:</b> <span style="border: 1px solid black; padding: 2px;"></span>

**\*Continued/Commodity Codes:**

916-20

915-49

(total of seven (7) commodity codes)

## **SECTION 2**

### **SPECIAL TERMS AND CONDITIONS**

#### **2.1 PURPOSE**

The purpose of this solicitation is to establish a contract for answering services for inbound calls received after work hours for the Miami-Dade County Department of Public Housing and Community Development (PHCD).

#### **2.2 TERM OF CONTRACT**

This Contract shall commence on the first calendar day of the month succeeding approval of the Contract by the Board of County Commissioners, or designee, unless otherwise stipulated in the Purchase Order. The Contract shall expire on the last day of the sixtieth (60<sup>th</sup>) month.

#### **2.3 METHOD OF AWARD**

Award of this contract will be made to the lowest responsive, responsible bidder who submits an offer for the items as listed in this solicitation. To be considered for award, the bidder shall offer prices for all items listed. Bidders shall provide the total monthly cost, inclusive of all necessary labor, services, and equipment to provide after hour answering services, including answering services during emergencies caused by storms, hurricanes, and any other emergencies leading to unexpected office closures.

Failure of any bidder to perform in accordance with the terms and conditions of the contract may result in the bidder(s) being deemed in breach of contract. The County may terminate the contract for default and charge the successful bidder(s) re-procurement costs, if applicable.

#### **2.4 QUALIFICATIONS**

Bidder shall provide the following:

- a) Bidder shall have at least three (3) years' experiences in providing 24-hour answering services and provide three (3) references from customers whom they have provided these services for in the past five (5) years.
- b) Bidder shall provide effective real-time communication with individuals using auxiliary aids and services, including Text Telephone (TTYs) and all forms of Federal Communications Commission (FCC) approved telecommunications relay systems, including internet-based relay system (Title 2 Subpart E 35.161, Americans with Disabilities Act (ADA) regulations) and provide what method used.
- c) Bidder shall have tri-lingual operators (English, Spanish, and Creole) on staff to handle calls.
- d) Bidder shall provide well trained staffing to successfully accommodate an average call volume of 1,206 calls monthly, of which approximately 35% are in Spanish, and less than 5% are in Creole.

- e) Bidder shall complete and return all PHCD Section 3 documents. Please note that the completion of Doc# 00200 of the Section 3 forms is optional. **However, the completion of Doc# 00400 is required and must be submitted by all bidders.** Section 3 is a provision of the United States Department of Housing and Urban Development (USHUD) Act of 1968 that helps foster local economic development, neighborhood economic improvement and individual self-sufficiency. For businesses desiring to become a certified Section 3 Business Concern, or in need of information, please see Appendix B, or contact Lizette Capote at (786) 469-4227 or Armando Bouza at (786) 469-2204, or via e-mail at [Section3@miamidade.gov](mailto:Section3@miamidade.gov).

## **2.5 PRICES**

Prices proposed by the bidder shall remain fixed and firm for the term of the contract. No charges shall be billed for hang-ups, wrong number(s), or telephone testing call(s). The County reserves the right to negotiate lower pricing based on market research information or other factors that influence price.

### **2.5.1 ALL-INCLUSIVE SERVICE HOURS**

For the purpose of this solicitation a monthly all-inclusive answering service price shall include an average of 1,206 calls a month for the following listed hours:

- Monday – Thursday from 5:00 P.M. – 8:00 A.M.
- Friday – Monday 5:00 P.M. – 8:00 A.M.
- All observed government holidays

### **2.5.2 UN-SCHEDULED SERVICE HOURS (ALL GROUPS)**

Un-scheduled office closures will include office closure answering services during storms, hurricanes, etc. Price for this service will be hourly based for the time of coverage that does not fall under all-inclusive hours (see **Sec. 2.5.1 ALL-INCLUSIVE SERVICE HOURS**).

## **2.6 REPORTS**

A record listing all calls, and messages shall be forwarded daily by e-mail to the office site and to the regional managers. A report on all calls received the previous shift shall be provided to the office site and to the regional manager. The report shall be sent by e-mail by 10:00 A.M. the following day. The report shall include the customer's name, phone number, reason for the call, and the time the call was received. The e-mail addresses for these reports will be provided to the successful bidder upon award or prior to commencement of services.

## **2.7 SUB-CONTRACTING**

The successful bidder shall be the primary service provider. Successful bidder will be permitted to sub-contract portions of the services to competent sub-contractors, for the provision of answering services in English, Spanish, Creole, and real time communication methods for TTY calls. The company name, contact person and a copy of their license/certificate shall be submitted to the Internal Services Department, Strategic Procurement Division for approval. The sub-contractors are the responsibility of the successful bidder(s) and not the County.

Successful bidder shall be fully responsible to the County for acts and omissions of the sub-contractors and persons employed by them, as they are for acts and omissions of persons directly employed by them.

Any work or service to be performed by a sub-contractor must have the prior approval of the County. The County reserves the right to approve, disapprove or dismiss any sub-contractors. Rejection of any subcontractors shall not entitle the successful bidder adjustment of bid prices.

Failure by the successful bidder to have a subcontractor approved by Miami-Dade County will not relieve the bidder of the responsibility to meet, comply with, and fulfill all of the terms and conditions of this contract.

Nothing contained in this bid solicitation shall be construed to create any contractual relationship between any sub-contractor and the County.

## **2.8 EXEMPTIONS FOR FEDERALLY FUNDED ENTITIES**

The contract to be awarded under this solicitation will be accessed by federally funded departments. As federally-funded agencies, certain clauses within this Solicitation do not apply: Section 1 Paragraph 1.11 (Local Preference), Section 1 Paragraph 1.28 (Office of the Inspector General), Section 1 Paragraph 1.36 (County User Access Program – UAP), Section 1 Paragraph 1.44 (Small Business Contract Measures), Section 1 Paragraph 1.45 (Disabled Veteran’s Business Preference), and Section 1 Paragraph 1.48 (First Source Hiring Referral Program).

## **2.9 SECTION 3 OF THE HUD ACT OF 1968 – Requirements for Public Housing and Community Development Department (all groups)**

Section 3 is a provision of the United States Department of Housing and Urban Development (USHUD) Act of 1968 that helps foster local economic development, neighborhood economic improvement and individual self-sufficiency. Section 3 is to ensure that economic opportunities generated by certain HUD funded projects shall, to the greatest extent feasible, and consistent with existing Federal and State laws, be directed to low and very low-income persons (Section 3

residents), and to businesses (Section 3 businesses) that provided economic opportunities to these persons.

Services acquired by the Public Housing and Community Development Department will be governed by Section 3 guidelines. Section 3 requires that job training, employment and contracting opportunities be directed toward low and very low-income persons and to businesses that provide economic opportunities to those persons.

All bidders are required to execute and submit Document 00400, "Section 3 Economic Opportunity and Affirmative Marketing Plan (Plan)", with the bid. An executed Plan document is the bidder's certification that he or she will take all necessary affirmative marketing steps required, in connection with each PHCD project award, to (a) meet Section 3 training and employment goals, where feasible, when filing vacant or new positions resulting from PHCD awards, and also seek to recruit qualified minorities and women to fill vacant or new positions resulting from PHCD awards, and (b) meet Section 3 sub-contracting goals and ensure small, minority and women sub-contractors are used (where sub-contracting is permitted).

**Required Documents for Submission**

1. **PRE-AWARD:** Contractors/bidders must complete and submit the applicable documents listed below with the bid package:

<b>Submit with BID Package</b>	
<b>Doc. #</b>	<b>Document/Form Name</b>
00200	Section 3 Business Preference Claim <b>(Only if claiming Section 3 preference)</b>
00400	Section 3 Economic Opportunity and Affirmative Marketing Plan (Plan)

2. **POST-AWARD PROCESS:** The lowest responsive, responsible bidder selected and its subcontractors, must complete and submit the following documents within 14 days of award notification:

<b>AWARD PROCESS - REQUIRED DOCUMENTS</b>	
<b>Doc. #</b>	<b>Document/Form Name</b>
00403	Training and Employment Outreach
00404	Section 3 Language for News Ads, Flyers and Job Notices <b>(For inclusion in awardee's jobs ads)</b>
00406	Letter of Intent to Subcontract/Solicit Section 3 Businesses
00430	List of Subcontractors Utilization

## SECTION 3

### SCOPE OF WORK/TECHNICAL SPECIFICATIONS

#### **3.1 PURPOSE**

The bidder shall provide all labor, materials, and equipment necessary to answer incoming telephone calls from tenants and provide messages for all incoming maintenance calls and dispatch urgent/emergency telephone calls that occur during after-work hours Monday – Thursday 5:00 P.M. to 8:00 A.M.; Friday – Monday 5:00 P.M. – 8:00 A.M., County observed holidays and unscheduled office closures (storms, hurricanes, etc.).

#### **3.2 SERVICE SPECIFICATIONS**

The successful bidder shall provide an all-inclusive answering service to include but not limited to:

- Handling an average of 1,206 calls per month (approximately 35% calls are in Spanish and less than 5% in Creole)
- Toll free number for County use only; to retrieve messages
- A live operator to answer the PHCD after hours, maintenance, and emergency calls
- Tri-lingual operators, fluent in English, Spanish, and Creole
- Real-time communication method for TTY calls
- A report listing all calls and messages shall be forwarded daily by e-mail to the office site and to the regional manager. A report on all calls received the previous shift shall be provided to the office site and to the regional manager. The report shall be sent by e-mail by 10:00 A.M. the following day. The report shall include the customer's name, phone number, reason for the call, and the time the call was received. The e-mail addresses for this report shall be provided to the awarded contractor upon award.
- No charges shall be billed for hang-ups, wrong number(s), or telephone testing call(s). Invoice amounts must match reports. Invoices shall be submitted monthly and shall include the total number of inbound calls. All calls shall be itemized in the monthly report/invoice.

The following are the twelve (12) County-observed holidays and shall be covered under all-inclusive service hours:

New Year's Day - January	Labor Day - September
Dr. Martin Luther King Jr.'s Birthday - January	Columbus Day - October
President's Day - May	Veterans Day - November
Memorial Day - May	Thanksgiving Day, November
Juneteenth Day - June	Friday after Thanksgiving Day - November
Independence Day - July	Christmas Day - December

- The following call-log information is required to be taken on each call:

✓ Full Name of Caller	✓ Name of Employee Message Relayed To
✓ Address of Issue	✓ Time/Call/Beep Received
✓ Telephone Number	✓ Name of Individual Who Took Call
✓ Name of AMP* Involved	✓ Type of Emergency
✓ Name of AMP* Manager	✓ Time Message
✓ Message to Be Relayed	

\*AMP: Asset Management Project

The successful bidder shall also provide answering service for unscheduled office closures (storms, hurricanes, etc.) if necessary. The County will make a concerted effort to notify the successful bidder (s) two (2) hours prior to office closure.

### 3.3 **REGULAR CALLS**

The operator will take the service call message, advise the resident that the message will be relayed to office staff, and then relay message(s) via e-mail or telephone to the appropriate office.

### 3.4 **EMERGENCY CALLS**

In the event of an **Emergency**, the operator shall immediately contact the appropriate individuals. A "Sites and Contact Information List" will be provided to the successful bidder (s) upon award or prior to commencement of services. The appropriate manager shall be contacted first. If there is no answer within five (5) minutes, the operator shall contact the secondary and tertiary staff, and so on until a staff person is reached to address and resolve the emergency.

**Important Note:** Under no circumstances should a PHCD employee's telephone number be revealed to the caller.

#### 3.4.1 **EMERGENCY CALLS LIST**

Nature of emergency calls to be handled include, but are not limited to:

- Raw sewage inside and/or outside unit
- No power in the entire unit or building
- Locked out and/or in unit
- Locks broken or missing
- Broken pipes in and outside the unit
- Toile/bathtub stops up
- Gas leak (interior and/or exterior); smell fumes
- Carbon monoxide fumes
- Roof/ceiling in danger of collapsing
- Unit needs to be secured (e.g., door kicked in)



- Fire in unit or immediate outside unit
- Fire alarm/burglar alarm (triggered)
- Fire extinguisher missing/damaged/expired
- Elevator not operating
- Emergency/fire exits are chained, locked, broken
- Damaged structure and/or equipment
- Air conditioner/heat not working
- Common area – collapsed, missing, or damaged steps
- Water leak
- No hot water
- Broken glass (windows)
- Pool fencing damaged or not intact
- Smoke detector missing or inoperable
- Exposed electrical wires

DRAFT

**PUBLIC HOUSING ANSWERING SERVICE**

**SECTION 4**

**FIRM NAME:** \_\_\_\_\_

**4.1 BIDDER QUALIFICATION CRITERIA**

<b>Requirements as defined in Section 2.</b> <b>Please provide requested information below and initial to confirm all statements provided.</b>	<b>Initial to affirm you comply to all statements and answers provided</b>
<p>1. Bidder shall provide effective real-time communication with individuals using auxiliary aids and services, including TTYs and all forms of FCC-approved telecommunications relay systems, including internet-based relay system (Title 2 Subpart E 35.161, ADA regulations) and provide what method used.</p> <p>Indicate what effective real-time communication method used for TTY calls:</p> <p>_____</p>	<div style="border: 1px solid black; width: 100px; height: 50px; margin: 0 auto;"></div>
<p>2. Bidder affirms to have tri-lingual operators on staff, fluent in <b>English, Spanish, and Creole</b>, to handle calls.</p>	<div style="border: 1px solid black; width: 100px; height: 50px; margin: 0 auto;"></div>
<p>3. Bidder shall have (3) years' experience in 24 hour answering services and provide three (3) references from customers whom they have provided services for within the past five (5) years.</p> <p><i>The references shall include the customer's company name, and the name, title, address, and telephone number of the contact person who can verify that the bidder has successfully provided 24 hour answering services. These references shall ascertain to the County's satisfaction that the bidder has sufficient experience and expertise in that trade group.</i></p> <p><b>REFERENCES OF COMPANES SERVICED:</b></p> <p><b>Company Name:</b> _____</p> <p><b>Contact Person/Title:</b> _____</p> <p><b>Address:</b> _____</p> <p><b>Telephone number:</b> _____</p> <p><b>Email Address:</b> _____</p> <p><b>Company Name:</b> _____</p> <p><b>Contact Person/Title:</b> _____</p> <p><b>Address:</b> _____</p>	<div style="border: 1px solid black; width: 100px; height: 50px; margin: 0 auto;"></div>

<b>Telephone number:</b> _____  <b>Email Address:</b> _____  <b>Company Name:</b> _____ <b>Contact Person/Title:</b> _____ <b>Address:</b> _____ <b>Telephone number:</b> _____ <b>Email Address:</b> _____																									
4. Bidder affirms to provide well trained staff to successfully accommodate an average call volume of 1,206 monthly.	<input style="width: 80px; height: 40px; border: 1px solid black;" type="text"/>																								
5. Bidder shall complete and return all Public Housing and Community Development (PHCD) Section 3 documents list documents.  <p style="text-align: center;">SECTION 3 DOCUMENTS</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">Doc #</th> <th style="width: 70%;">Public Housing Document/Form Name</th> <th style="width: 20%;">Returned</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="text-align: center;"><b>Submit with Bid Package (Pre-Award)</b></td> </tr> <tr> <td>00200</td> <td>Section 3 Business Preference Claim (only if claiming Section 3 preference)</td> <td></td> </tr> <tr> <td>00400</td> <td>Section 3 Economic Opportunity and Affirmative Marketing Plan (must be submitted by all bidders)</td> <td></td> </tr> <tr> <td colspan="3" style="text-align: center;"><b>Award Process – Required Documents (Post-Award)</b></td> </tr> <tr> <td>00403</td> <td>Training and Employment Outreach</td> <td></td> </tr> <tr> <td>00406</td> <td>Section 3 Language for News, Ads, Flyers, and Job Notices (for inclusion in awardee's jobs ads)</td> <td></td> </tr> <tr> <td>00430</td> <td>List of Sub-Contractors Utilization</td> <td></td> </tr> </tbody> </table>	Doc #	Public Housing Document/Form Name	Returned	<b>Submit with Bid Package (Pre-Award)</b>			00200	Section 3 Business Preference Claim (only if claiming Section 3 preference)		00400	Section 3 Economic Opportunity and Affirmative Marketing Plan (must be submitted by all bidders)		<b>Award Process – Required Documents (Post-Award)</b>			00403	Training and Employment Outreach		00406	Section 3 Language for News, Ads, Flyers, and Job Notices (for inclusion in awardee's jobs ads)		00430	List of Sub-Contractors Utilization		<input style="width: 80px; height: 40px; border: 1px solid black;" type="text"/>
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#### 4.2 PRICE

Line	Description	Price
<b>1</b> Reference 2.5.1	An all-inclusive answering service price shall include an average of 1,206 calls a month for the hours: - Monday – Thursday 5:00 P.M. to 8:00 A.M. - Friday – Monday 5:00 P.M. to 8:00 A.M. - All observed government holidays	<b>\$Click here to enter text.</b>
<b>2</b> Reference 2.5.2	Un-scheduled office closure answering service price will be hourly based for the time of coverage that does not fall under all-inclusive hours.	<b>\$Click here to enter text.</b>