

DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

Rev 1

☐ <u>New contract</u>	☐ <u>OTR</u>	☐ <u>CO</u>	☐ <u>SS</u>	☒ <u>BW</u>	☐ <u>Emergency</u>	Previous Contract/Project No. Not applicable
☐ <u>Re-Bid</u>	☐ <u>Other</u> (Government Access)	LIVING WAGE APPLIES: __YES ☒ NO				

Requisition/Project No: RQET1300013

TERM OF CONTRACT: 2 years with 5 two-year options-to-renew

Requisition/Project Title: Cloud-Hosted Communications System Service and Maintenance Agreement

Description:

The purpose of this acquisition is to purchase a Cloud-Hosted Communications System for the Clerk of Courts (COC) for Interactive Voice Response (IVR) with optional Short Message Service (SMS). The Cloud-Hosted IVR system will replace the current On-Premise IVR system that has reached the end of its useful life cycle. This bid waiver contract will be managed by the Information Technology Department (ITD) on behalf of the COC.

User Department(s): Information Technology Dept.

Issuing Department: ISD Contact Person: Kimberly Craig Phone: 305-375-1443

Estimated Cost: \$240,000 Funding Source: Internal Service Funds REVENUE GENERATING: No

ANALYSIS

Commodity/Service No: <u>918-29</u>		SIC: _____	
Trade/Commodity/Service Opportunities			
Contract/Project History of Previous Purchases For Previous Three (3) Years Check Here ☒ if this is a New Contract/Purchase with no Previous History			
<u>EXISTING</u>		<u>2ND YEAR</u>	<u>3RD YEAR</u>
Contractor:			
Small Business Enterprise:			
Contract Value:			
Comments:			
Continued on another page (s): __Yes ☒ No			

RECOMMENDATIONS

SBE	Set-Aside	Sub-Contractor Goal	Bid Preference	Selection Factor
		%		
		%		

Basis of Recommendation: <u>No measures - Bid Waiver</u>

Signed: Kimberly Craig

Date to SBD: 5/3/13

Date Returned to ISD-PM: _____

RECEIVED
DEPT. BUSINESS DEV.
2013 MAY -6 AM 9:35

Justification/Input Document for "Bid Waiver"

Clerk's Office Integrated Voice Response (IVR) System

ITB #

It is the policy of Miami-Dade County, to consistently purchase goods and services using full and open competition. The citizens of Miami-Dade County are best served when we make sound business decisions based on competitive bids or proposals. Early acquisition planning that includes DPM can help to avoid delays and to facilitate effective market research. However, there may be instances when other than full and open competition may be justified. When a user's department determines that other than full and open competition is necessary or in the best interest of the County, appropriate justification for that course of action must be submitted to the CA Office for approval and execution in order to waive the competitive bid/proposal process.

Please provide the information requested below to support the need and feasibility for waiving the competitive bid/proposal process.

Purchase Requisition No. _____ Contract # _____ Date Required: _____ Est. Value: _____

Proposed Vendor: Twilio Cloud Communications Previous Contract # N/A Estimated Cost: \$84k annually BCC Date: N/A

1. Purpose of the purchase: Please describe your minimum requirements and the benefits of making the acquisition.
The Clerk's Office current IVR system has reached its life expectancy and we are pursuing the acquisition of a cloud based system, for its replacement, ASAP. Twilio offers the API tools that together with our in-house applications are needed to build cloud communications applications using voice and SMS (text messaging). Our developers are able to use in-house software (C# .NET) that is compatible with Twilio's APIs. We are also able to interface with our existing web services. With Twilio, we have scalability and reliability. They will host all telephony equipment and maintain redundant connections with several major Tier 1 network carriers. The benefits of making this acquisition would be in reference to time: we would develop our applications faster than if we went with any other vendor due to no training required if we use TWILIO. In reference to cost: Twilio will also represent lower costs than other vendors.

2. Best interest of the County: Please give a detailed description why a waiver of formal bidding is in the county's best interest (e.g. products, standardization, compellibility, proprietary access or distribution, etc.). Please note that a lack of advance planning is not an acceptable justification for a bid waiver.
A waiver of formal bidding is in our best interest for several reasons. We can use our existing developers' skill set, applications and voice clips. We can house our voice clips locally and do not need any additional training. Other vendors do not offer the ability to use in-house, existing development tools and skill set, applications and voice clips. If Twilio is to be awarded the contract, we would be able to deploy within a few months. Cost is also a determining factor. Twilio is able to invoice us monthly for inbound/outbound minutes used, at a lower cost than that of other cloud vendors. Also, to upgrade our infrastructure (both software and hardware) with our current vendor Enghouse, will cost over \$700k for the first year and \$200K for subsequent years. AVAYA will cost over \$200k for the first and subsequent years. As for using Twilio's services, it will cost us around \$84k for the first year and also for subsequent years. Scalability is a major factor. We are currently tied down to a specific number of phone lines per application (96 lines in total) and pay for them whether or not they are being used. With Twilio, we only get charged for the lines we use. In the case that one application has more traffic than the others, Twilio would supply that application with the lines it needs at the time and we would not be paying for lines that are sitting idle. Enghouse uses proprietary software and there would be an extra cost for training personnel, plus the time spent in that training. AVAYA also requires training of our personnel, also involving more money and time. As for Twilio, we are able to use code that is already used in our office. Twilio not only offers voice but also SMS which will be very useful to us in the future. Twilio is able to port our existing phone numbers like other cloud vendors but at a lower cost. The advantage of this is that the main IVR numbers are advertised in many places and we need to keep them. By having the numbers ported, we save on phone line costs.

3. Market Research: Please describe your market research and the results thereof. This should include a description of other similar sources or products available in the market, if any, and why they are not acceptable.
Voxeo - Can't use off-the-shelf software. Need to use their development tools which will require training. No API helper libraries.
CallFire - Can't use off-the-shelf software. Need to use their IVR designer or they write the applications. No API helper libraries. Higher costs per minute.
Aculabcloud - Can't use off-the-shelf software. Need to use their toolkit or they write the applications. No API helper libraries. Higher costs for phone numbers ported.

4. Proposed Actions: Please describe the actions the department will take to overcome the present barriers to competition prior to any future acquisitions of this product or service.



3/27/2013

Bibiana Calderon 305.349.5882
Contact Person and Phone #

Department Director's Approval

Date Approved

Rev. 12/1/02

VOICE AND SMS SERVICE STATEMENT OF WORK (SOW)

Introduction and Overview

We are currently seeking a service provider (vendor) that is scalable and offers an Application Programming Interface (API) for Voice and SMS.

Scope of Work

The selected vendor should offer a C# .NET library to interact with API. They must offer a simple API to be used by our developers. The API must offer our developers the following capabilities:

Voice:

- Ability to receive caller information and the value of caller dial inputs.
- Ability to initiate calls to specified phone numbers.
- Ability to play wave files to the caller or read back text via a text to speech engine, for both received calls and initiated calls.

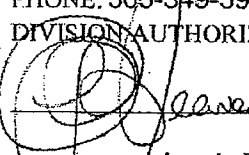
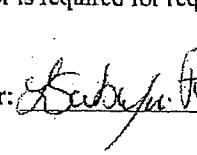
SMS:

- Ability to receive text messages with sender information and the value of the text in the body.
- Ability to reply to text messages.
- Ability to initiate text messages to specified phone numbers.

Requirements

- Services will be billed monthly for minutes used via invoice.
- No consulting fee.
- Offer a user testing period at no charge.
- Vendor is responsible for all telecom equipment and phone lines.
- Service must be scalable at no additional cost.
- Vendor shall provide a minimum 36-month contract (SLA).
- Vendor will provide our developers 24/7 support.
- Service shall provide a development area for debugging.
- Vendor shall provide a log for voice and sms.
- API shall provide a method to turn off logging when needed during calls or text messages.

MIAMI-DADE COUNTY CLERK'S OFFICE PURCHASE REQUEST FORM

DATE: March 12, 2013			BUDGET CODE: CL0801080100121121		
DIVISION REQUESTOR: Laurie Reaves PHONE: 305-349-5903 DIVISION AUTHORIZED SIGNATURE:  Printed Name: Laurie Reaves			DIVISION/LOCATOR: 031- 08 - 01 (Authorized Signature from the Strategic Management & Budget (SMB) Director is required for requests over \$1,000) SMB Director:  Date: 3/12/13		
SHIP TO: Technical Services Division 175 NW 1 Avenue, 27th Floor Miami, FL 33128 ☐ GSA ☒ OUTSIDE VENDOR			TO BE COMPLETED BY PROCUREMENT SECTION Vendor Name: _____ P.O. Number: _____ Issued Date: / /		
CONTACT NAME: Bibiana Calderon			PHONE: 305-349-5882		FAX: 305-349-5918
STOCK NUMBER	QTY	U/M	DESCRIPTION	UNIT PRICE	TOTAL COST
N/A	1	EA	Twilio Cloud Communications' Voice and SMS Services	\$84,000	\$84,000
ESTIMATED TOTAL COST					\$84,000
JUSTIFICATION/COMMENTS Only cloud communications vendor in which we are able to use off-the-shelf software along with their API Helper Libraries.					

Cloud Services Vendors - DRAFT			
	twilio cloud communications	CallFire	aculabcloud
Cloud-based Platform	YES	YES	YES
Able to use off-the-shelf software (C# .NET)	YES	NO *	NO *
API Helper Libraries	YES	NO	NO
Existing County Vendor	YES	NO	NO
Sound Clips (use existing clips / storage)	YES / store locally	YES / upload to CallFire	YES / upload to aculabcloud 0.15 per GB monthly
Scalability	YES	YES	YES
Customer Support 24x7x365	\$12,744 / yearly	No Charge	\$49,500 / yearly
Outbound Minutes approximate 80,000 outbound minutes/month	0.02 / minute	0.05/minute	0.012 / minute
Inbound Minutes approximate 430,000 inbound minutes/month	0.01 / minute	0.022 / minute	0.01 / minute
Port Existing Phone Numbers (4 #s)	\$1 monthly 0.01 / message	\$1 monthly 0.03 / message	\$3 monthly
Short Message Service (SMS)	YES	NO	YES
Invoicing for minutes used	YES	NO	YES
Contract (annual with option to renew)	YES	No **	No **
Redundancy / Failover	Redundant connections with several major Tier 1 network carriers.	Have multiple servers and call routes in place. Only use top quality providers.	Dual redundant Session Initiation Protocol (SIP) architecture.
* use their IVR designer tools or have their team create the applications			
** no contracts, pre-paid service only			

MIAMI-DADE COUNTY
PURCHASE REQUISITION

REQUISITION ID: RQET1300013

PRINT DATE: 03/26/13

PAGE: 01

REQUISITION STATUS: POST

BUYER : KIMBERLY CRAIG

SHIP TO:

ENTERPRISE TECHNOLOGY SERVICES
ACCOUNTING
5680 SW 87TH AVE
MIAMI, FL 33173

BILL TO:

ENTERPRISE TECHNOLOGY SERVICES
ACCOUNTING
5680 SW 87TH AVE
MIAMI , FL 33173

DATE REQUIRED : 06/30/13

CONTACT : MIRTA CARDOSO

(305)596-8690 EXT -

RECOMMENDED VENDOR:

** NO RECOMMENDED VENDOR

PHONE: ()

EXT -

LINE	QUANTITY	U/M	COMMODITY-NO	UNIT COST	EXTENDED PRICE
001	1.00	LO	918-29	84,000.0000	84,000.00

THIS IS FOR TWILIO CLOUD COMMUNICATIONS VOICE AND SMS SERVICES
AS DETAILED ON THE ATTACHED JUSTIFICATION DOCUMENT.

INITIAL TERM: ONE YEAR WITH THREE YEARLY OPTIONS TO RENEW.

STATE TAX TOTAL:

LOCAL TAX TOTAL:

ESTIMATED TOTAL: 84,000.00

DEPARTMENT CONTACTS:

TECHNICAL - END USER: COC - CHARIS LUBECK (305) 375-2060

ITD CONTACT: MIRTA CARDOSO (305) 596-8690

CONTINUED, NEXT PAGE

MIAMI-DADE COUNTY
PURCHASE REQUISITION

REQUISITION ID: RQET1300013 PRINT DATE: 03/26/13 PAGE: 02

REQUISITION STATUS: POST BUYER : KIMBERLY CRAIG

DATE REQUIRED : 06/30/13 RECOMMENDED VENDOR:
CONTACT : MIRTA CARDOSO ** NO RECOMMENDED VENDO
(305) 596-8690 EXT -

PHONE: () EXT -

SUMMARY ACCOUNTING INFORMATION				
SFX INDEX	SUBOBJ	USERCODE	PROJECT PRJDTL GRANT GRITDTL	AMOUNT / %
01	CL08010	80100		
				84,000.00

***** LAST PAGE *****

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Please provide the information requested below to support the need and feasibility for waiving the competitive bid/proposal process.

Purchase Requisition No. _____ Est. Value: _____
 Contract #: _____ Comm. #: _____
 Proposed Vendor: Twilio Cloud
 Previous Contract #: N/A Estimated Cost: \$84k annually BCC Date: N/A

Purpose of the purchase: Please describe your minimum requirements and the benefits of making the acquisition.

The Clerk's Office current IVR system has reached its life expectancy and we are pursuing the acquisition of a cloud based system, for its replacement, ASAP. Twilio offers the API tools that together with our in-house applications are needed to build cloud communications applications using voice and SMS (text messaging). Our developers are able to use in-house software (C# .NET) that is compatible with Twilio's APIs. We are also able to interface with our existing web services. With Twilio, we have scalability and reliability. They will host all telephony equipment and maintain redundant connections with several major Tier 1 network carriers. The benefits of making this acquisition would be in reference to time; we would develop our applications faster than if we went with any other vendor due to no training required if we use TWILIO. In reference to cost: Twilio will also represent lower costs than other vendors.

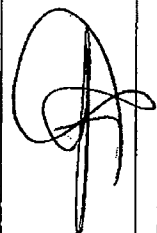
3. Best interest of the County: Please give a detailed description why a waiver of formal bidding is in the county's best interest (e.g. product standardization, compatibility, proprietary access or distribution, etc). Please note that a lack of advance planning is not an acceptable justification for a bid waiver.

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 Aculabcloud - Can't use off-the-shelf software. Need to use their toolkit or they write the applications. No API helper libraries. Higher costs for phone numbers ported.

Proposed Actions: Please describe the actions the department will take to overcome the present barriers to competition prior to any future acquisitions of this product or service.



3/27/2013

Bibiana Calderon 305.349.5882
 Contact Person and Phone #

Department Director's Approval

Date Approved

Rev. 12/1/02

VOICE AND SMS SERVICE STATEMENT OF WORK (SOW)

Introduction and Overview

We are currently seeking a service provider (vendor) that is scalable and offers an Application Programming Interface (API) for Voice and SMS.

Scope of Work

The selected vendor should offer a C# .NET library to interact with API. They must offer a simple API to be used by our developers. The API must offer our developers the following capabilities:

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- Ability to initiate calls to specified phone numbers.
- Ability to play wave files to the caller or read back text via a text to speech engine, for both received calls and initiated calls.

SMS:

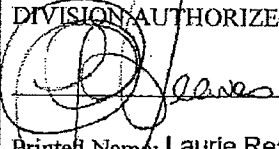
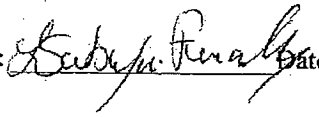
- Ability to receive text messages with sender information and the value of the text in the body.
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- Ability to initiate text messages to specified phone numbers.

Requirements

- Services will be billed monthly for minutes used via invoice.
- No consulting fee.
- Offer a user testing period at no charge.
- Vendor is responsible for all telecom equipment and phone lines.
- Service must be scalable at no additional cost.
- Vendor shall provide a minimum 36-month contract (SLA).
- Vendor will provide our developers 24/7 support.
- Service shall provide a development area for debugging.
- Vendor shall provide a log for voice and sms.
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MIAMI-DADE COUNTY CLERK'S OFFICE
PURCHASE REQUEST FORM

DATE: March 12, 2013		BUDGET CODE: CL0801080100121121			
DIVISION REQUESTOR: Laurie Reaves PHONE: 305-349-5903 DIVISION AUTHORIZED SIGNATURE:  Date: 3/12/13		DIVISION/LOCATOR: 031- 08 - 01 (Authorized Signature from the Strategic Management & Budget (SMB) Director is required for requests over \$1,000) SMB Director:  Date: 3/12/13			
Printed Name: Laurie Reaves					
SHIP TO: Technical Services Division 175 NW 1 Avenue, 27th Floor Miami, FL 33128 ☐ GSA ☒ OUTSIDE VENDOR		TO BE COMPLETED BY PROCUREMENT SECTION Vendor Name: _____ P.O. Number: _____ Issued Date: / /			
CONTACT NAME: Bibiana Calderon		PHONE: 305-349-5882	FAX: 305-349-5918		
STOCK NUMBER	QTY	U/M	DESCRIPTION	UNIT PRICE	TOTAL COST
N/A	1	EA	Twilio Cloud Communications' Voice and SMS Services	\$84,000	\$84,000
ESTIMATED TOTAL COST					\$84,000
JUSTIFICATION/COMMENTS Only cloud communications vendor in which we are able to use off-the-shelf software along with their API Helper Libraries.					

Cloud Services Vendors - DRAFT			
	twilio cloud communications	CallFire	aculabcloud
Cloud-based Platform	YES	YES	YES
Able to use off-the-shelf software (C# .NET)	YES	NO *	NO *
API Helper Libraries	YES	NO	NO
Existing County Vendor	YES	NO	NO
Sound Clips (use existing clips / storage)	YES	YES / upload to aculabcloud 0.15 per GB monthly	YES
Scalability	YES	YES	YES
Customer Support 24x7x365	\$12,744 / yearly	No Charge	\$49,500 / yearly
Outbound Minutes approximate 80,000 outbound minutes/month	0.02 / minute	0.05/minute	0.012 / minute
Inbound Minutes approximate 430,000 inbound minutes/month	0.01 / minute	0.022 / minute	0.01 / minute
Port Existing Phone Numbers (4 #s)	\$1 monthly	\$1 monthly	\$3 monthly
Short Message Service (SMS)	0.01 / message	0.03 / message	YES
Invoicing for minutes used	YES	NO	YES
Contract (annual with option to renew)	YES	No **	No **
Redundancy / Failover	Redundant connections with several major Tier 1 network carriers.	Have multiple servers and call routes in place. Only use top quality providers.	Dual redundant Session Initiation Protocol (SIP) architecture.
* use their IVR designer tools or have their team create the applications			
** no contracts, pre-paid service only			

MIAMI-DADE COUNTY
PURCHASE REQUISITION

REQUISITION ID: RQET1300013 PRINT DATE: 03/26/13 PAGE: 01

REQUISITION STATUS: POST BUYER : KIMBERLY CRAIG

SHIP TO:
ENTERPRISE TECHNOLOGY SERVICES
ACCOUNTING
5680 SW 87TH AVE
MIAMI, FL 33173

BILL TO:
ENTERPRISE TECHNOLOGY SERVICES
ACCOUNTING
5680 SW 87TH AVE
MIAMI , FL 33173

DATE REQUIRED : 06/30/13
CONTACT : MIRTA CARDOSO
(305)596-8690 EXT -

RECOMMENDED VENDOR:
** NO RECOMMENDED VENDO

PHONE: () EXT -

LINE	QUANTITY	U/M	COMMODITY-NO	UNIT COST	EXTENDED PRICE
001	1.00	LO	918-29	84,000.0000	84,000.00

THIS IS FOR TWILIO CLOUD COMMUNICATIONS VOICE AND SMS SERVICES
AS DETAILED ON THE ATTACHED JUSTIFICATION DOCUMENT.

INITIAL TERM: ONE YEAR WITH THREE YEARLY OPTIONS TO RENEW.

STATE TAX TOTAL:
LOCAL TAX TOTAL:
ESTIMATED TOTAL: 84,000.00

DEPARTMENT CONTACTS:

TECHNICAL - END USER: COC - CHARIS LUBECK (305) 375-2060
ITD CONTACT: MIRTA CARDOSO (305) 596-8690
CONTINUED, NEXT PAGE

MIAMI-DADE COUNTY
PURCHASE REQUISITION

REQUISITION ID: RQET1300013 PRINT DATE: 03/26/13 PAGE: 02

REQUISITION STATUS: POST BUYER : KIMBERLY CRAIG

DATE REQUIRED : 06/30/13 RECOMMENDED VENDOR:
CONTACT : MIRTA CARDOSO ** NO RECOMMENDED VENDO
(305) 596-8690 EXT -

PHONE: () EXT -

SUMMARY ACCOUNTING INFORMATION			
SFX INDEX	SUBOBJ	USERCODE PROJECT PRJDTL GRANT	GRTDTL AMOUNT / %

01	CL08010	80100	

			84,000.00

***** LAST PAGE *****

IT UNIT NON-COMPETITIVE REVIEW SUMMARY

Action: Bid Waiver Contract Request **Requisition#:** RQET1300013
Title: Cloud-Hosted Communications System Service and Maintenance Agreement
Committee/Committee Date: N/A **Projected BCC Date:** N/A

Purpose of the Acquisition: To purchase a Cloud-Hosted Communications System for the Clerk of Courts (COC) for Interactive Voice Response (IVR) with optional Short Message Service (SMS). The Cloud-Hosted IVR system will replace the current On-Premise IVR system that has reached the end of its useful life cycle.

Recommended Action: Establish a bid waiver contract with Twilio, Inc. to provide COC with a Cloud-Hosted Communications System that provides for flexibility, affordability, scalability and ease of use.

Contract Term: Two-year initial term with five two-year Options-To-Renew

Contract Amount: \$ 240,000 for the initial two year term

Estimated Cumulative Value:	Term	Duration	Amount
	Initial Term	2 Year	\$ 240,000
	OTR1	2 Year	\$ 240,000
	OTR2	2 Year	\$ 240,000
	OTR3	2 Year	\$ 240,000
	OTR4	2 Year	\$ 240,000
	OTR5	2 Year	\$ 240,000
	Total:		\$1,440,000

Background:

The Interactive Voice Response (IVR) system currently in operation at the Clerk of Courts (COC) was awarded under a Clerk's Agreement dated September 17, 2004. The IVR system handles an average of 218,000 calls per month on analog lines and provides automated information in English and Spanish for general topics such as office locations, hours of operation, mailing instructions and compliance requirements, as well as specialized topics such as traffic school elections, requests for hearings and acceptance of credit card payments. While voice recognition and text-to-speech are not being used in the existing environment, complex translation tables are required for items such as criminal charges, judges' names, street names and vehicle makes, and regular updates are required. All IVR applications currently reside on three (3) COC production servers consisting of thirty-two (32) phone lines each, and one (1) development server with four (4) phone lines. These servers have reached their maximum capacity in terms of phone lines supported. Additionally, both the operating system and vendor application are no longer supported.

COC has requested that a non-competitive contract be established for a Cloud-Hosted IVR system with optional Short Message Service (SMS). The new communications system will update the technology from On-Premise to Cloud-Hosted IVR, allowing the COC to retire communications hardware and software that has reached end of life in both functionality and capacity, and that would be cost prohibitive to upgrade. With Cloud-Hosted IVR, everything related to communications and applications will be hosted online.

Market Research:

COC IVR application developers use a Visual Studio 2012 platform and in-house C#.net programming language. They maintain their projects by using only third-party application programming interface (API) helper libraries that are made as Visual Studio extensions called NuGet packages. This allows the COC to manage the installation and removal of such libraries from their projects in house, and to code their own voice applications.

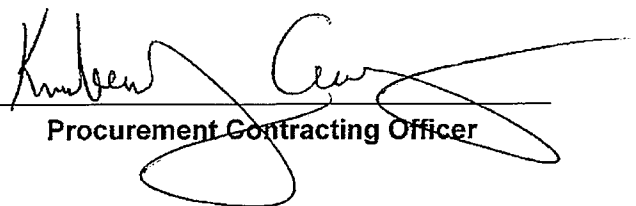
Market research reveals that Cloud-Hosted IVR systems may be procured from other vendors including but not limited to Aculabcloud, CallFire and Voxeo. However, only Twilio offers an open, scalable platform that allows the COC to use their existing developers' skill sets, applications and voice clips, and does not require additional developer training in VXML programming or other languages or applications. The Cloud-Hosted IVR system available from Twilio facilitates rapid deployment and in-house system maintenance. The following table provides a comparison of features:

Scalable Cloud Based IVR Systems	Twilio	Aculabcloud	CallFire	Voxeo
Off-the-shelf C#.net software supported	Yes	No	No	No
API Helper Libraries / NuGet pkgs supported	Yes	No	No	No
Existing sound clips supported and stored locally	Yes	No	No	No
Additional COC developer training required	No	Yes	Yes	Yes
Rapid deployment of new IVR projected	Yes	No	No	No

Twilio allows for interface with existing COC web services, hosts all telephony equipment, maintains redundant connections with several major Tier 1 network carriers, and allows for scalability and optional SMS functionality.

Recommendation:

Authorization is requested to establish a bid waiver contract with Twilio, Inc. for COC to obtain a Cloud-Hosted Communications System for Interactive Voice Response (IVR) with optional Short Message Service (SMS). The Cloud-Hosted IVR will provide COC with a flexible, scalable communications system that can be deployed rapidly and maintained internally, with no additional developer training required. The Cloud-Hosted IVR system will replace the current On-Premise system that has reached end of life. Approval of the bid waiver will provide continuity of services and ensure no disruption to daily operations.


Procurement Contracting Officer

4/17/2013
Date

Walters, Vivian (RER)

From: Craig, Kimberly (ISD)
Sent: Friday, May 03, 2013 3:08 PM
To: Walters, Vivian (RER)
Subject: RQET1300013 Bid Waiver
Attachments: SBD Input Doc.doc; RQET1300013BWJustificationSigned.pdf;
RQET1300013SummarySigned.pdf

Hi Vivian,

Could you please evaluate RQET1300013 for measures? It is a bid waiver, and will be managed by ITD on behalf of COC.

Kind Regards on a soggy day,

Kimberly Craig, Procurement Contracting Officer 1

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