RFP-001666 Committee Meeting April 23, 2020 Minutes

Evaluation Committee for Intelligent Interactive Voice Response (IVR) System; RFP-001666, held a duly noticed meeting on Thursday, April 23, 2020, commencing at 1:30 p.m. via teleconference.

Committee Members:

Jim Greer, Chief Technology and Op. Officer
David Wynne, Director of Toll Operations
Fred Nieves, Manager of Toll Operations
Mike Carlisle, Director of Finance and Accounting
Leon Okopski, Manager of IT Infrastructure

Other Attendees:

Aneth Williams, Director of Procurement
Todd Tierny, PPT Solutions
Scott Prater, PPT Solutions
Wideline Dorvil, Supervisor of Audit and QC- Toll Operations

Discussion and Motions:

Aneth explained that today’s meeting was to evaluate and shortlist the top firms. The Evaluation Committee Members submitted their disclosure forms to Aneth via e-mail.

General discussion ensued about the project and the RFP submittals. Committee members then tallied up the individual evaluation sheets and submitted their scoring sheets to Aneth via e-mail. The scores were incorporation into the RFP shortlist summary sheet with the following results:

<table>
<thead>
<tr>
<th>Firms</th>
<th>Score</th>
<th>Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nice-in Contact</td>
<td>988</td>
<td>1</td>
</tr>
<tr>
<td>ConvergeOne</td>
<td>958</td>
<td>2</td>
</tr>
<tr>
<td>Five9, Inc.</td>
<td>944</td>
<td>3</td>
</tr>
<tr>
<td>Verint, Inc.</td>
<td>921</td>
<td>4</td>
</tr>
<tr>
<td>Avtex Solutions, LLC</td>
<td>920</td>
<td>5</td>
</tr>
<tr>
<td>Voxai Solutions</td>
<td>907</td>
<td>6</td>
</tr>
<tr>
<td>Noble Systems Corporation</td>
<td>905</td>
<td>7</td>
</tr>
<tr>
<td>CSG Systems, Inc.</td>
<td>878</td>
<td>8</td>
</tr>
<tr>
<td>Smart Action, LLC</td>
<td>867</td>
<td>9</td>
</tr>
</tbody>
</table>
It was the consensus of the committee that Nice-inContact, ConvergeOne and Five9, Inc. be invited to submit demo presentations.

There being no further business to come before the Committee, the meeting was adjourned at 2:45 p.m. These minutes are considered to be the official minutes of the Evaluation Committee at its meeting held Thursday, April 24, 2020.

Submitted by: Aneth Williams, CFX Director of Procurement

On behalf of the Evaluation Committee these minutes have been review and approved by:

David Wynne, Director of Toll Operations
<table>
<thead>
<tr>
<th>CONSULTANT</th>
<th>JIM GREER Score</th>
<th>DAVID WYNNE Score</th>
<th>FRED NIEVES Score</th>
<th>MICHAEL CARLISLE Score</th>
<th>LEON OKOPSKI Score</th>
<th>SCORE</th>
<th>RANKING</th>
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<tr>
<td>AVTEX SOLUTIONS, LLC</td>
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<td>176</td>
<td>206</td>
<td>187</td>
<td>106</td>
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<td>179</td>
<td>174</td>
<td>878</td>
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<td>FIVE9, INC.</td>
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<td>195</td>
<td>185</td>
<td>194</td>
<td>944</td>
<td>3</td>
</tr>
<tr>
<td>NICE - inCONTACT</td>
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<td>188</td>
<td>205</td>
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<td>988</td>
<td>1</td>
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<tr>
<td>NOBLE</td>
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<td>160</td>
<td>210</td>
<td>186</td>
<td>164</td>
<td>905</td>
<td>7</td>
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<tr>
<td>SMART ACTION</td>
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<td>166</td>
<td>195</td>
<td>178</td>
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<td>867</td>
<td>9</td>
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<td>195</td>
<td>180</td>
<td>202</td>
<td>907</td>
<td>6</td>
</tr>
</tbody>
</table>

EVALUATION COMMITTEE MEMBERS:

JIM GREER

DAVID WYNNE

FRED NIEVES

MICHAEL CARLISLE

LEON OKOPSKI

DATE: Thursday, April 23, 2020
Aneth Williams

From: Jim Greer
Sent: Thursday, April 23, 2020 2:18 PM
To: Aneth Williams; Michael Carlisle; David Wynne; Leon Okopski; Fred Nieves; Todd Tierney; Scott Prater
Subject: RE: Aneth Williams shared "Final Shortlist Ranking - 1666" with you.

Approve – my numbers are accurate

Jim Greer
Chief Technology & Operating Officer

CENTRAL FLORIDA EXPRESSWAY AUTHORITY
4974 ORL Tower Road • Orlando, FL 32807
407.690.5164
www.CFXway.com

PLEASE NOTE: Florida has a very broad public records law (F. S. 119).
All emails to and from CFX are kept as a public record. Your email communications,
including your email address may be disclosed to the public and media at any time.

From: Aneth Williams <Aneth.Williams@cfxway.com>
Sent: Thursday, April 23, 2020 2:14 PM
To: Michael Carlisle <Michael.Carlisle@cfxway.com>; Jim Greer <Jim.Greer@cfxway.com>; David Wynne <David.Wynne@cfxway.com>; Leon Okopski <Leon.Okopski@cfxway.com>; Fred Nieves <Fred.Nieves@cfxway.com>; Todd Tierney <todd.tierney@pptsolutions.com>; Scott Prater <scott.prater@pptsolutions.com>
Subject: Aneth Williams shared "Final Shortlist Ranking - 1666" with you.

Aneth Williams shared "Final Shortlist Ranking - 1666" with you.

This link only works for the direct recipients of this message.

Final Shortlist Ranking - 1666
Aneth

My scores are accurate.

David

Aneth Williams shared "Final Shortlist Ranking - 1666" with you.

This link only works for the direct recipients of this message.

Final Shortlist Ranking - 1666

Microsoft OneDrive

Microsoft respects your privacy. To learn more, please read our Privacy Statement.
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052
Aneth, 

My scoring is reflected accurately; approved.

Thank you.

From: Aneth Williams <Aneth.Williams@cfxway.com>
Sent: Thursday, April 23, 2020 2:14 PM
To: Michael Carlisle <Michael.Carlisle@cfxway.com>; Jim Greer <Jim.Greer@cfxway.com>; David Wynne <David.Wynne@cfxway.com>; Leon Okopski <Leon.Okopski@cfxway.com>; Fred Nieves <Fred.Nieves@cfxway.com>; Todd Tierney <todd.tierney@pptsolutions.com>; Scott Prater <scott.prater@pptsolutions.com>
Subject: Aneth Williams shared "Final Shortlist Ranking - 1666" with you.
My scores are good now.

Mike Carlisle
Director of Accounting and Finance
Central Florida Expressway Authority
4974 ORL Tower Road • Orlando, FL 32807
407.690.5361 (p) • 407-690-5011 (f)
CFXway.com

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Aneth Williams shared "Final Shortlist Ranking - 1666" with you.
Aneth Williams

From: Leon Okopski
Sent: Thursday, April 23, 2020 2:18 PM
To: Aneth Williams; Michael Carlisle; Jim Greer; David Wynne; Fred Nieves; Todd Tierney; Scott Prater
Subject: RE: Aneth Williams shared "Final Shortlist Ranking - 1666" with you.

I approve my scores.

Leon Okopski
Manager of IT Infrastructure
Central Florida Expressway Authority
4974 ORL Tower Road • Orlando, FL 32807
407.690.5137 (p) • 407.690.5011 (f) • 407-342-4474 (m)

PLEASE NOTE: Florida has a very broad public records law (F. S. 119). All emails to and from CFX are kept as a public record. Your email communications, including your email address may be disclosed to the public and media at any time.

www.CFXway.com

Aneth Williams shared "Final Shortlist Ranking - 1666" with you.

This link only works for the direct recipients of this message.

Final Shortlist Ranking - 1666
Disclosure Form for Evaluation Committee Members

Persons serving on a selection committee in a solicitation process should be able to answer all the following questions in the negative. If the answer is affirmative, please explain below:

1. Are you, your spouse, child currently employed by any entity that has submitted a proposal (§ 112.313(3), (7) a Fla. Stat.; EC 6-3.016)?
   Yes  No  
   □  x  

2. Are you, your spouse, child, or any combination of them, an officer, director, principal, or project team participant of, any entity that has submitted a proposal (§ 112.313(3); EC 6-3.016)?
   □  x  

3. Do you, your spouse, child, or any combination of them, have a material interest in any entity that has submitted a proposal (§112.313(3); EC 6-3.016)?
   □  x  

4. Within the preceding 12 months have you, your spouse, or minor child been offered employment or future employment or, had any discussion involving future employment with any entity that has submitted a proposal (§ 112.313(4))?  
   □  □x  

5. Within the preceding 12 months, have you, your spouse, or minor child household accepted a gift from any entity, or a principal of any entity that has submitted a proposal that was given to influence a vote or other action (§ 112.313(4))?  
   □  x  

6. Have you solicited or accepted anything of value, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the services being rendered by you for the Authority would be influenced or impact thereby? (§ 112.313(2))
   □  x  

7. Have you or your spouse or minor child accepted any compensation, payment, or thing of value when you knew, or, with the exercise of reasonable care, should know, that it was given to influence your judgment or the services being rendered by you for the Authority? (§ 112.313(4))
   □  x  

8. Do you have or hold any employment or contractual relationship with any business entity or any agency which is subject to the regulation of, or is doing business with, the Authority, that will create a continuing or frequently recurring conflict between your private interests and the performance of your public duties or that would impede the full and faithful discharge of your public duties, subject to the exemptions set forth in Section 112.313 (12), & (15), Florida Statutes. (§ 112.313(7))
   □  □x  

9. Do you have any relationship which affords a current or future financial benefit to you or to a relative or business associate of you and which a reasonable person would conclude has the potential to create a prohibited conflict of interest (§348.753(8); EC 6-3.011)?
   □  x  

10. Do you have a relative who is a registered lobbyist (§348.753(8); EC 6-3.012)?
    □  x  

11. Do you or any relative, principal, client, or business associate of you have any interest in real property located within, or within a one-half mile radius of, any actual or prospective authority roadway project (§348.753(8); EC 6-3.013)?
    □  x  

12. Do you know of any reason that would impact your impartiality with respect to this solicitation?
    □  x
If you answer yes to any of these questions, please explain below
Additional comments

If the answer to any of the foregoing questions is "yes," then your participation on the selection committee must be approved by the Ethics Officer after a review of all relevant facts.

I, Jim Greer, hereby certify that I have read and understand the Central Florida Expressway Authority Ethics Policy and I agree to be bound by the applicable laws and policies.

Jim Greer
(Signature)

4/23/20
(Date)
Disclosure Form for Evaluation Committee Members

Dear Committee Member:

You have agreed to participate in the evaluation of the above referenced solicitation. It is essential that the integrity of this process be maintained to insure that each proposer is given fair and equal consideration. Your familiarity with particular brands, types of products, material, or firms may tend to influence your evaluation; however, you are required in this specific instance to be particularly objective and guard against any tendency that might slant your evaluation in favor of a personal preference.

As a Committee member your adherence to the Florida Code of Ethics codified in Chapter 112, Part III, Florida Statutes, and Section 348.753(8), Florida Statutes, and the Central Florida Expressway Code of Ethics is required. Below is a list of questions developed to assist you in identifying and disclosing possible conflicts that you may have with participating in this solicitation selection.

Definitions

"Business associate" has the same meaning as Section 112.312(4), Florida Statutes, and means any person or entity engaged in or carrying on a business enterprise with you as a partner, joint venturer, corporate shareholder where the shares of such corporation are not listed on any national or regional stock exchange, or co-owner of property.

"Employed by" includes any receipt of compensation for services.

"Gift" has the same meaning as Section 112.312(12), Florida Statutes, as supplemented by the Central Florida Expressway Authority Code of Ethics. "Gift" means that which is accepted by a donee or by another on the donee's behalf, or that which is paid or given to another for or on behalf of a donee, directly, indirectly or in trust for the donee's benefit or by any other means for which equal or greater consideration is not given within 90 days, including, but not limited to:

1. Real property.
2. The use of real property.
3. Tangible or intangible personal property.
4. The use of tangible or intangible personal property.
5. A preferential rate or terms on a debt, loan, goods or services, which rate is below the customary rate and is not either a government rate available to all other similarly situated government employees or officials or a rate which is not available to similarly situated members of the public by virtue of occupation, affiliation, age, religion, sex or national origin.
6. Forgiveness of a debt.
7. Transportation or lodging, other than that provided to a public officer or employee in relation to officially approved government business, lodging, or parking.
8. Food or beverage.
10. Entrance fees, admission fees, or tickets to events, performances or facilities.
11. Plants, flowers or floral arrangements.
12. Services provided by persons pursuant to a professional license or certificate.
13. Other personal services for which a fee is normally charged by the person providing the services.
14. Any other similar service or thing having an attributable value not already provided for in this section.
1. Are you, your spouse, child currently employed by any entity that has submitted a proposal (§ 112.313(3), (7) a Fla. Stat.; EC 6-3.016)? □ X

2. Are you, your spouse, child, or any combination of them, an officer, director, principal, or project team participant of, any entity that has submitted a proposal (§ 112.313(3); EC 6-3.016)? □ X

3. Do you, your spouse, child, or any combination of them, have a material interest in any entity that has submitted a proposal (§ 112.313(3); EC 6-3.016))? □ X

4. Within the preceding 12 months have you, your spouse, or minor child been offered employment or future employment or, had any discussion involving future employment with any entity that has submitted a proposal (§112.313(4))? □ X

5. Within the preceding 12 months, have you, your spouse, or minor child household accepted a gift from any entity, or a principal of any entity that has submitted a proposal that was given to influence a vote or other action (§ 112.313(4))? □ X

6. Have you solicited or accepted anything of value, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the services being rendered by you for the Authority would be influenced or impact thereby (§ 112.313(2)) □ X

7. Have you or your spouse or minor child accepted any compensation, payment, or thing of value when you knew, or, with the exercise of reasonable care, should know, that it was given to influence your judgment or the services being rendered by you for the Authority? (§ 112.313(4)) □ X

8. Do you have or hold any employment or contractual relationship with any business entity or any agency which is subject to the regulation of, or is doing business with, the Authority, that will create a continuing or frequently recurring conflict between your private interests and the performance of your public duties or that would impede the full and faithful discharge of your public duties, subject to the exemptions set forth in Section 112.313 (12), & (15), Florida Statutes. (§ 112.313(7)) □ X

9. Do you have any relationship which affords a current or future financial benefit to you or to a relative or business associate of you and which a reasonable person would conclude has the potential to create a prohibited conflict of interest (§348.753(8); EC 6-3.011)? □ X

10. Do you have a relative who is a registered lobbyist (§348.753(8); EC 6-3.012)? □ X

11. Do you or any relative, principal, client, or business associate of you have any interest in real property located within, or within a one-half mile radius of, any actual or prospective authority roadway project (§348.753(8); EC 6-3.013)? □ X

12. Do you know of any reason that would impact your impartiality with respect to this solicitation? □ X

If you answer yes to any of these questions, please explain below

Additional comments

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If the answer to any of the foregoing questions is "yes," then your participation on the selection committee must be approved by the Ethics Officer after a review of all relevant facts.

I, David Wynne, hereby certify that I have read and understand the Central Florida Expressway Authority Ethics Policy and I agree to be bound by the applicable laws and policies.

(Signature)  
4-22-20  
(Date)
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8. Food or beverage.
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11. Plants, flowers or floral arrangements.
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2. Are you, your spouse, child, or any combination of them, an officer, director, principal, or project team participant of, any entity that has submitted a proposal (§ 112.313(3); EC 6-3.016)? Yes No

3. Do you, your spouse, child, or any combination of them, have a material interest in any entity that has submitted a proposal (§112.313(3); EC 6-3.016))? Yes No

4. Within the preceding 12 months have you, your spouse, or minor child been offered employment or future employment or, had any discussion involving future employment with any entity that has submitted a proposal (§ 112.313(4))? Yes No

5. Within the preceding 12 months, have you, your spouse, or minor child household accepted a gift from any entity, or a principal of any entity that has submitted a proposal that was given to influence a vote or other action (§ 112.313(4))? Yes No

6. Have you solicited or accepted anything of value, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the services being rendered by you for the Authority would be influenced or impact thereby? (§ 112.313(2)) Yes No

7. Have you or your spouse or minor child accepted any compensation, payment, or thing of value when you knew, or, with the exercise of reasonable care, should know, that it was given to influence your judgment or the services being rendered by you for the Authority? (§ 112.313(4)) Yes No

8. Do you have or hold any employment or contractual relationship with any business entity or any agency which is subject to the regulation of, or is doing business with, the Authority, that will create a continuing or frequently recurring conflict between your private interests and the performance of your public duties or that would impede the full and faithful discharge of your public duties, subject to the exemptions set forth in Section 112.313 (12), & (15), Florida Statutes. (§ 112.313(7)) Yes No

9. Do you have any relationship which affords a current or future financial benefit to you or to a relative or business associate of you and which a reasonable person would conclude has the potential to create a prohibited conflict of interest (§348.753(8); EC 6-3.011)? Yes No

10. Do you have a relative who is a registered lobbyist (§348.753(8); EC 6-3.012)? Yes No

11. Do you or any relative, principal, client, or business associate of you have any interest in real property located within, or within a one-half mile radius of, any actual or prospective authority roadway project (§348.753(8); EC 6-3.013)? Yes No

12. Do you know of any reason that would impact your impartiality with respect to this solicitation? Yes No
If you answer yes to any of these questions, please explain below
Additional comments

If the answer to any of the foregoing questions is “yes,” then your participation on the selection committee must be approved by the Ethics Officer after a review of all relevant facts.

I, Fred Nieves, hereby certify that I have read and understand the Central Florida Expressway Authority Ethics Policy and I agree to be bound by the applicable laws and policies.

(Signature)  
(Date)
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   - Yes  
   - No  
   - X

2. Are you, your spouse, child, or any combination of them, an officer, director, principal, or project team participant of, any entity that has submitted a proposal (§ 112.313(3); EC 6-3.016)?  
   - Yes  
   - No  
   - X

3. Do you, your spouse, child, or any combination of them, have a material interest in any entity that has submitted a proposal (§112.313(3); EC 6-3.016))?  
   - Yes  
   - No  
   - X

4. Within the preceding 12 months have you, your spouse, or minor child been offered employment or future employment or, had any discussion involving future employment with any entity that has submitted a proposal (§ 112.313(4))?  
   - Yes  
   - No  
   - X

5. Within the preceding 12 months, have you, your spouse, or minor child household accepted a gift from any entity, or a principal of any entity that has submitted a proposal that was given to influence a vote or other action (§ 112.313(4))?  
   - Yes  
   - No  
   - X

6. Have you solicited or accepted anything of value, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the services being rendered by you for the Authority would be influenced or impact thereby? (§ 112.313(2))  
   - Yes  
   - No  
   - X

7. Have you or your spouse or minor child accepted any compensation, payment, or thing of value when you knew, or, with the exercise of reasonable care, should know, that it was given to influence your judgment or the services being rendered by you for the Authority? (§ 112.313(4))  
   - Yes  
   - No  
   - X

8. Do you have or hold any employment or contractual relationship with any business entity or any agency which is subject to the regulation of, or is doing business with, the Authority, that will create a continuing or frequently recurring conflict between your private interests and the performance of your public duties or that would impede the full and faithful discharge of your public duties, subject to the exemptions set forth in Section 112.313 (12), (15), Florida Statutes. (§ 112.313(7))  
   - Yes  
   - No  
   - X

9. Do you have any relationship which affords a current or future financial benefit to you or to a relative or business associate of you which a reasonable person would conclude has the potential to create a prohibited conflict of interest (§348.753(8); EC 6-3.011)?  
   - Yes  
   - No  
   - X

10. Do you have a relative who is a registered lobbyist (§348.753(8); EC 6-3.012)?  
    - Yes  
    - No  
    - X

11. Do you or any relative, principal, client, or business associate of you have any interest in real property located within, or within a one-half mile radius of, any actual or prospective authority roadway project (§348.753(8); EC 6-3.013)?  
    - Yes  
    - No  
    - X

12. Do you know of any reason that would impact your impartiality with respect to this solicitation?  
    - Yes  
    - No  
    - X
LOI NO. 001666

COMMITTEE MEMBER NAME: Michael Carlisle

If you answer yes to any of these questions, please explain below

Additional comments:

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

If the answer to any of the foregoing questions is “yes,” then your participation on the selection committee must be approved by the Ethics Officer after a review of all relevant facts.

I, _____ Michael Carlisle _________, hereby certify that I have read and understand the Central Florida Expressway Authority Ethics Policy and I agree to be bound by the applicable laws and policies.

Michael Carlisle

Digitally signed by Michael Carlisle
Date: 2020.04.22 16:19:52 -04'00'

(Signature) 4-22-20 (Date)
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2. Are you, your spouse, child, or any combination of them, an officer, director, principal, or project team participant of, any entity that has submitted a proposal (§ 112.313(3); EC 6-3.016)? □ □

3. Do you, your spouse, child, or any combination of them, have a material interest in any entity that has submitted a proposal (§112.313(3); EC 6-3.016))? □ □

4. Within the preceding 12 months have you, your spouse, or minor child been offered employment or future employment or, had any discussion involving future employment with any entity that has submitted a proposal (§ 112.313(4))? □ □

5. Within the preceding 12 months, have you, your spouse, or minor child household accepted a gift from any entity, or a principal of any entity that has submitted a proposal that was given to influence a vote or other action (§ 112.313(4))? □ □

6. Have you solicited or accepted anything of value, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the services being rendered by you for the Authority would be influenced or impact thereby? (§ 112.313(2)) □ □

7. Have you or your spouse or minor child accepted any compensation, payment, or thing of value when you knew, or, with the exercise of reasonable care, should know, that it was given to influence your judgment or the services being rendered by you for the Authority? (§ 112.313(4)) □ □

8. Do you have or hold any employment or contractual relationship with any business entity or any agency which is subject to the regulation of, or is doing business with, the Authority, that will create a continuing or frequently recurring conflict between your private interests and the performance of your public duties or that would impede the full and faithful discharge of your public duties, subject to the exemptions set forth in Section 112.313 (12), & (15), Florida Statutes. (§ 112.313(7)) □ □

9. Do you have any relationship which affords a current or future financial benefit to you or to a relative or business associate of you and which a reasonable person would conclude has the potential to create a prohibited conflict of interest (§348.753(8); EC 6-3.011)? □ □

10. Do you have a relative who is a registered lobbyist (§348.753(8); EC 6-3.012)? □ □

11. Do you or any relative, principal, client, or business associate of you have any interest in real property located within, or within a one-half mile radius of, any actual or prospective authority roadway project (§348.753(8); EC 6-3.013)? □ □

12. Do you know of any reason that would impact your impartiality with respect to this solicitation? □ □
If you answer yes to any of these questions, please explain below.
Additional comments

If the answer to any of the foregoing questions is “yes,” then your participation on the selection committee must be approved by the Ethics Officer after a review of all relevant facts.

I, Leon Okopski, hereby certify that I have read and understand the Central Florida Expressway Authority Ethics Policy and I agree to be bound by the applicable laws and policies.

(Signature) 4/22/20
(Date)