

RFP-001665 Evaluation Committee- April 29, 2020 Minutes

Evaluation Committee for **Contact Center as a Service (CCaaS) Platforms; RFP-001665** held a duly noticed meeting on Wednesday, April 29, 2020, commencing at 8:15 a.m. via WebEx (teleconference) in the Sandpiper Conference Room at the CFX Administrative Bldg., Orlando, Florida.

Committee Members:

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

Other Attendees:

Aneth Williams, Director of Procurement
Brad Osterhaus, Senior Procurement/QC Administrator
Todd Tierney, PPT Solutions
Scott Prater, PPT Solutions

Presentations / Q and A:

Brad began each demo with introduction of the firms and Committee members. This portion of the meeting is closed to the public and is being recorded in accordance with Florida Statute.

ConvergeOne	8:00 -10:00 a.m.
Nice –inContact	10:15 – 12:15 p.m.
Pivot Technology Services	1:15 – 3:15 p.m.

Evaluation Portion:

After demo presentations, the committee members individually scored the demo presentations and submitted them for tallying. The score for the demo presentations is as shown:

<u>Proposer</u>	<u>Points</u>
ConvergeOne	319
Nice - inContact	365
Pivot Technology Services	346

Pricing

Upon completion of the evaluation of the demo presentation, Aneth opened the pricing proposals and scored the pricing proposals in accordance with the RFP requirements.

<u>Proposer</u>	<u>Total Price</u>	<u>Points</u>
ConvergeOne	\$585,706.00	110.06
Nice - inContact	\$515,683.40	125.00
Pivot Technology Services	\$532,652.40	121.02

Total Points and Rankings

<u>Proposer</u>	<u>Avg.Tech. Points</u>	<u>Pricing Points</u>	<u>Total Points</u>	<u>Ranking</u>
ConvergeOne	141.50	110.06	251.56	3
Nice - inContact	141.10	125.00	266.10	1
Pivot Technology Services	138.90	121.02	259.92	2

The Committee members agreed that the highest ranked firm would be recommended to the Board for award.

There being no further business to come before the Committee, the meeting was adjourned at 4:20 p.m. These minutes are considered to be the official minutes of scoring the technical proposals demo presentations, opening of the Price Proposals and final evaluation by the Evaluation Committee at its meeting held Wednesday, April 29, 2020.

Submitted by: 
Aneth Williams, Director of Procurement

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


David Wynne, Director of Toll Operations

**CENTRAL FLORIDA EXPRESSWAY AUTHORITY
TECHNICAL AND PRICE PROPOSAL SCORING SUMMARY**

CONTACT CENTER as a SERVICE (CCaaS) PLATFORMS; CONTRACT NO. 001665

EVALUATOR	CONVERGEONE		NICE-INCONTACT		PIVOT TECHNOLOGY SVCS					
	TECHNICAL	DEMO	TECHNICAL	DEMO	TECHNICAL	DEMO				
JIM GREER	230	50	190	75	175	65				
DAVID WYNNE	205	65	212	75	203	65				
FRED NIEVES	245	70	250	75	225	75				
MICHAEL CARLISLE	225	64	232	72	227	68				
LEON OKOPSKI	191	70	162	68	213	73				
TOTAL	1096	319	1046	365	1043	346				
AVG. TECH. POINTS	141.50		141.10		138.90					

PRICE PROPOSAL SUMMARY		
PROPOSER	PROPOSAL AMOUNT	POINT VALUE
CONVERGEONE	\$585,706.00	110.06
NICE-INCONTACT	\$515,683.40	125.00
PIVOT TECHNOLOGY SVCS	\$532,652.40	121.02

POINT TOTALS AND FINAL RANKING				
PROPOSER	TECHNICAL POINTS	PRICE POINTS	TOTAL POINTS	FINAL RANKING
CONVERGEONE	141.50	110.06	251.56	3
NICE-INCONTACT	141.10	125.00	266.10	1
PIVOT TECHNOLOGY SVCS	138.90	121.02	259.92	2

Committee Members:

5/4/2020

5/4/2020

5/4/2020

5/4/2020

5/4/2020

Aneth Williams

From: Jim Greer
Sent: Wednesday, April 29, 2020 6:10 PM
To: Aneth Williams
Subject: RE: RFP 001665 Final Ranking.pdf

Final ranking approved

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: Wednesday, April 29, 2020 4:02 PM
To: Jim Greer <Jim.Greer@cfxway.com>; Leon Okopski <Leon.Okopski@cfxway.com>; Fred Nieves <Fred.Nieves@cfxway.com>; Michael Carlisle <Michael.Carlisle@cfxway.com>; David Wynne <David.Wynne@cfxway.com>
Cc: Todd Tierney <todd.tierney@pptsolutions.com>; Scott Prater <scott.prater@pptsolutions.com>
Subject: RFP 001665 Final Ranking.pdf

Committee:

Please review and if in agreement please respond with your approval. Thank you.

Aneth O. Williams, CPPO, CPPB, FCCM
Director of Procurement

Central Florida Expressway Authority
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Aneth Williams

From: David Wynne
Sent: Thursday, April 30, 2020 9:51 AM
To: Aneth Williams
Subject: RE: RFP 001665 Final Ranking.pdf

Yes, my scores are correct

From: Aneth Williams <Aneth.Williams@cfxway.com>
Sent: Wednesday, April 29, 2020 4:02 PM
To: Jim Greer <Jim.Greer@cfxway.com>; Leon Okopski <Leon.Okopski@cfxway.com>; Fred Nieves <Fred.Nieves@cfxway.com>; Michael Carlisle <Michael.Carlisle@cfxway.com>; David Wynne <David.Wynne@cfxway.com>
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Aneth Williams

From: Fred Nieves
Sent: Thursday, April 30, 2020 7:28 AM
To: Aneth Williams; Jim Greer; Leon Okopski; Michael Carlisle; David Wynne
Cc: Todd Tierney; Scott Prater
Subject: RE: RFP 001665 Final Ranking.pdf

Aneth,

My scores are reflected accurately.

Thank you.

From: Aneth Williams <Aneth.Williams@cfxway.com>
Sent: Wednesday, April 29, 2020 4:02 PM
To: Jim Greer <Jim.Greer@cfxway.com>; Leon Okopski <Leon.Okopski@cfxway.com>; Fred Nieves <Fred.Nieves@cfxway.com>; Michael Carlisle <Michael.Carlisle@cfxway.com>; David Wynne <David.Wynne@cfxway.com>
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Committee:

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Aneth O. Williams, CPPO, CPPB, FCCM
Director of Procurement

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Aneth Williams

From: Michael Carlisle
Sent: Thursday, April 30, 2020 7:49 AM
To: Aneth Williams; Jim Greer; Leon Okopski; Fred Nieves; David Wynne
Cc: Todd Tierney; Scott Prater
Subject: RE: RFP 001665 Final Ranking.pdf

My Scores look correct, but could we get a verification of the proposal \$ amounts, how the totals were added? When I went to try and check them I came up with the following:

Convergeone \$586,406.00
Nice \$519,377.40
Pivot \$509,339.40 (concurrent) or \$500,477.40 (Configured)

There could be parts of the calculation I am not understanding though, like maybe something we excluded because it was not applicable? I just want to understand the total calculations so I can verify them.

Thanks.

Mike Carlisle
Director of Accounting and Finance
Central Florida Expressway Authority
4974 ORL Tower Road • Orlando, FL 32807
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CFXway.com

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Cc: Todd Tierney <todd.tierney@pptsolutions.com>; Scott Prater <scott.prater@pptsolutions.com>
Subject: RFP 001665 Final Ranking.pdf

Committee:

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Aneth O. Williams, CPPO, CPTB, FCCM

Aneth Williams

From: Leon Okopski
Sent: Wednesday, April 29, 2020 4:05 PM
To: Aneth Williams
Subject: RE: RFP 001665 Final Ranking.pdf

Approved.

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)

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Cc: Todd Tierney <todd.tierney@pptsolutions.com>; Scott Prater <scott.prater@pptsolutions.com>
Subject: RFP 001665 Final Ranking.pdf

Committee:

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Aneth O. Williams, CPPO, CPPB, FCCM
Director of Procurement

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