



Interoffice Memorandum

November 6, 2017

TO: Mayor Teresa Jacobs
and the Board of County Commissioners

FROM: Carrie Woodell, Manager, Procurement Division

CONTACT: David Boiani, Information Systems Administrator, Utilities Department
(407) 254-9940

SUBJECT: Selection of Contractor, Request for Proposals Y17-125-PD
The Utilities Customer Information System (CIS) Solution: Payment Gateway, Interactive Voice and Web Response (IVR and IWR), Outbound Notifications, Call Center Module and Mobility Solution

RECOMMENDATION:

Selection of Selectron Technologies, Inc., to provide The Utilities Customer Information System (CIS) Solution: Payment Gateway, Interactive Voice and Web Response (IVR and IWR), Outbound Notifications, Call Center Module and Mobility Solution, Request for Proposals Y17-125-PD. Further request authority for the Procurement Division to negotiate and execute a 5-year contract within a budget amount of \$2,000,000.

This item was evaluated by the Procurement Committee on September 27, 2017. Commissioner Bryan Nelson was assigned to the Procurement Committee.

PURPOSE:

Implementation of a hosted system, which allows Utilities customers to make payments and provides them with multiple options to manage their accounts, both through IVR and IWR systems. Outbound notifications are also an integral part of the solution to notify customers of conditions affecting their accounts and service. The call center module will provide call center representatives information for internal use to assist customers, and the mobility solution will provide access to County customers from any mobile device.

DISCUSSION:

This system replaces the current antiquated system.

A three-phase evaluation process was conducted. Phase 1 of this RFP evaluated written proposals for proposer qualifications and references, technical approach and functional approach with Selectron Technologies, Inc. and Smart Utility Systems, achieving the minimum score of 120 to advance to Phase 2. The proposals from Watersmart Software, Inc. and Waterfield Technologies did not achieve the minimal score of 120 in Phase 1 and did not advance. Phase 2 evaluated the firm's on-site presentations and technical demonstrations. Selectron Technologies, Inc. achieved the minimal cumulative score of 225 to advance to Phase 3. Smart Utility Systems failed to score the minimum cumulative score of 225 and did not advance.

Page 2

RFP Y17-125-PD, The Utilities Customer Information System (CIS) Solution: Payment Gateway, Interactive Voice and Web Response (IVR and IWR), Outbound Notifications, Call Center Module and Mobility Solution

Phase 3 culminated with an evaluation of the fee proposal and M/WBE criteria with Selectron Technologies, Inc. qualifying for award consideration. The Procurement Committee evaluated the proposals against the stated criteria. Attached are the averaged scores.


RFP#: Y17-125-PD The Utilities Customer Service Information System (CIS) Solution: Payment Gateway, Interactive Voice and Web Response (IVR and IWR), Outbound Notifications, Call Center Module and Mobility Solution WEIGHT	Phase I		Phase 2		M/WBE		FEE PROPOSAL		Welfare Hires		Disabled Vet		TOTAL
	Written Response		Oral Presentation										
	40		35		5		20		5		15		
	RAW SCORE	WEIGHTED SCORE	RAW SCORE	WEIGHTED SCORE	RAW SCORE	WEIGHTED SCORE	RAW SCORE	WEIGHTED SCORE	RAW SCORE	WEIGHTED SCORE	RAW SCORE	WEIGHTED SCORE	
Selectron Technologies, Inc.		131.9		132.14	3	15.0	2	40.0	0	0	0	0	319.04
Smart Utility Systems		136.3		71.3		0.0		0.0	Did Not Advance to Phase 3				
Watersmart Software, Inc.		88.1	Did Not Advance to Phase 2										
Waterfield Technologies		82.8	Did Not Advance to Phase 2										
Phase 1: Only Proposers scoring 120 or above shall be qualified to move to Phase 2													
Phase 2: Only Proposers scoring a cumulative score of 225 for phases 1 and 2 shall move to Phase 3													



Interoffice Memorandum

September 15, 2017

To: Perry Davis, Senior Purchasing Agent
Procurement Division

FROM: Kesi Warren, Senior Contract Administrator 
Business Development Division

SUBJ: **RFP #Y17-125-PD, The Utilities Customer Information System (CIS)
Solution: Payment Gateway, Interactive Voice and Web Response
(IVR and IWR); Outbound Notifications, Call Center Module and
Mobility Solution**

Below are the respondents to the subject RFP with their firm's certified sub-consultants and MWBE participation score on a 1 – 5 rating:

1.	Selection Technologies, Inc.		3 Points
	None	0%	
	Total MWBE Participation:	0%	
	EEO Staff	31%	
Bonus Points			
	Service-Disabled Veterans (SDV)	0	
	Welfare Recipients:	0	

Aheena Ferguson