

**Lee County Board Of County Commissioners
Agenda Item Summary**

Blue Sheet No. 20050575

1. ACTION REQUESTED/PURPOSE: Approve award of RFQ-05-06 DOWNTOWN CORE VOICE SWITCHING NETWORK to the Firm selected by the Evaluation Committee to be in the best interest of Lee County, NextiraOne. Authorize staff to begin contract negotiations.

2. WHAT ACTION ACCOMPLISHES: Will provide the County with a Firm to upgrade the technology in the downtown campus to an integrated, feature rich, best-of-breed system that will allow for growth as well as flexibility

3. MANAGEMENT RECOMMENDATION: Evaluation Committee recommends approval.

4. Departmental Category: 06 C6C		5. Meeting Date: 05-10-2005
6. Agenda:	7. Requirement/Purpose: (specify)	8. Request Initiated:
<input checked="" type="checkbox"/> Consent	<input type="checkbox"/> Statute	Commissioner _____
<input type="checkbox"/> Administrative	<input type="checkbox"/> Ordinance	Department County Administration
<input type="checkbox"/> Appeals	<input checked="" type="checkbox"/> Admin. Code AC-4-4	Division ITG
<input type="checkbox"/> Public	<input type="checkbox"/> Other	By: Jim Desjarlais,
<input type="checkbox"/> Walk-On		

9. Background:
The County Manager's Office submitted a request to Contracts Management to obtain qualification statements for the Downtown Core Voice Switching Network.

The deadline for receipt of the qualification statements was March 21, 2005. A total of three (3) submittals were received by the established deadline. All three submittals were considered at the Evaluation Committee meeting held on March 30, 2005. The Evaluation Committee consisted of the following staff members: William Hammond, Deputy County Manager as Chairman, Jim Desjarlais, County Administration, Doris Maitland, Clerks Office and Rick Joyce, Environmental Services. Prior to the Committee meeting a letter was received by the County from Nortel Networks Inc. Nortel is the provider of the product line specified by each of the bidders. Nortel had advised the County that Kent Technologies was not authorized to enter into direct relationships for service with end customers. Therefore, the Evaluation Committee declared the Kent Technologies qualification statement as non-responsive. Further, it was the consensus of the Committee to recommend award to NextiraOne, whose qualification statement was evaluated by the Evaluation Committee as being in the best interest of Lee County. . Authorize staff to begin contract negotiations.

Funding will be available in account strings: KC5133051500-506410 & 20870751500-506410

Attachments: 1. Overall Evaluation Sheet

10. Review for Scheduling:

Department Director	Purchasing or Contracts	Human Resources	Other	County Attorney	Budget Services <i>CPM 4/28</i>				County Manager/P.W. Director
					Analyst	Risk	Grants	Mgr.	
<i>[Signature]</i>	<i>[Signature]</i>	N/A		<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>

11. Commission Action:

- Approved
- Deferred
- Denied
- Other

Rec. by CoAtty
Date: 4/22/05
Time: 2:00
Forwarded To: Adm. 4-22-05

RECEIVED BY COUNTY ADMIN: <i>[Signature]</i>
4/25/05 8:00
COUNTY ADMIN FORWARDED TO: <i>[Signature]</i>
4/28/05 <i>[Signature]</i>

Lee County Downtown Campus Telecommunications Technology Upgrade

Executive Summary

The current voice telecommunications technology installed in the three buildings making up the Lee County downtown campus (Justice Center, Public Works, and County Admin) is more than 15 years old. This antiquated technology is preventing Departments from addressing customer service complaints and does not provide the capabilities needed currently by the County to service the citizens with quality and increased productivity. The biggest impact of the limitations is being felt by the Department of Community Development, Public Resources (LeeCares) and County Administration. Specifically, Community Development has been through repeated phone studies and most recently a Business Process review. All of these studies indicate that a significant improvement in customer service requires an upgrade in telecommunications technology that will allow the department to take advantage of features like Caller ID, web enabled reports and Fax on Demand.

Benefits

The following benefits will be achieved by upgrading the downtown phone technology.

- Voicemail and Email that can follow field personal such as Public Works Inspectors, Facilities Management Technicians, Transit ,and State Attorney & Public Defender's Investigators. This new technology has the capability to provide voicemail or email via a cell-phone or a web-enabled PDA (Personal Data Assistant).
- A phone system that can be used at the office or for work at home. Workload for "work at home" users such as Clerk of Courts can be monitored.
- Work at Home employees could take their phones home, plug into a cable modem or DSL circuit and still have all the features and functions of being at the office. Aside from the Clerk of Courts, the Tax Collector's office has expressed a need for "work at home" temps during their busy seasons.
- Standard Forms used by the public could be retrieved via email or fax automatically by dialing a phone number for the corresponding County office. Examples of departments would be Public Works, Tax Collector, Clerk of Courts, and Court Administration.
- Least cost routing of all County telephone calls. The first step to bringing all of Lee County under one integrated network
- Integrated and automated countywide telephone list on your PC's desktop where you can click on the entry to dial automatically or dial directly from the telephone.
- By using video conferencing the Criminal Justice Departments could have the ability to take video depositions and not need to transport their client to an office or courtroom. The Tax Collector could use video conferencing for remote locations management meetings.

- Employees who are 'on call' would have the opportunity forward calls to multiple locations, i.e.: cell-phone, work, home, and the telephone system would allow the user to prioritize and determine the order in which the "follow-me" service would work.
- A true convergence of the Desktop and telephone providing the tools to make Lee County even more productive.

Business Objectives

- Provide best-of-breed telecommunication switching equipment to converge dial tone, voice mail, fax, email, mobile, video, VOIP, data, Internet and web chat into a single solution.
- Provide the tools for Lee County to improve customer satisfaction and increase productivity while reducing operating costs.
- Networking the downtown campus first addresses immediate customer service issues and will allow Lee County to network all remote locations in a cost efficient manner in the future.

Technical Objectives

- The current Rolm systems that are utilized by the majority of Lee County staff in the Justice Center, County Administration, and Public Works are based on 14 year old technology and no longer meet the needs of Lee County for customer satisfaction. This is evidenced in growing needs by Lee County for greater integration with the County's computer systems and databases, and a growing need for Call Center service support, in addition to Automatic Call Distribution (ACD).
- An enhanced call center application is that will service the needs of all County departments. This includes such systems as Automatic Call Distribution (ACD), Integrated Voice Response (IVR), call management (transferring) and web-based Internet chat and response systems.
- Unified messaging system which will allow employees to view, receive and store voice mail messages through email or vice versa. This will include incorporation of voice mail, email and fax-mail into a single messaging platform for access via the users' desktop computer, as well as from any telephone.
- A comprehensive five-digit dialing plan throughout all County agencies.
- A "unique" dial exchange for all County agencies. For example, all County agency phone numbers would begin with 533. The exchange of 533 would be used ONLY by Lee County government within the Lee County borders. The 533 exchange could also be used in correspondence and public communications as "LEE."
- A countywide IP based voice network. This will allow the County to take full advantage of the newest features including Voice over IP. The downtown campus will be connected via a fiber ring. It will also significantly reduce telephone carrier costs.

**OVERALL EVALUATION SHEET
FOR
RFQ-05-06
DOWNTOWN CORE VOICE SWITCHING NETWORK**

Criteria	Points	KENT	NEXTIR One	SPRINT
Expertise and experience in the primary information technology service area. Identified certifications, education and project experience	20		18	12
Assurance of internal quality controls including competence of staff in hiring, training and maintaining professional standards	20		19	9
Past Performance/References	20		17	4
Current relationship with Lee County	20		17	10
Geographical location and ability to respond efficiently to request for services	20		17	14
TOTAL (out of 100)	100		68	49

Disqualified
based on verbal
Letter



Committee Member Signature

4-6-05

Dated