



AGENDA ITEM REPORT

DATE: April 2, 2024
DEPARTMENT: Procurement Management
REQUESTER: Mary Tucker
TITLE: Award Contract for Answering Services for After-Hours Calls - Countywide

I. MOTION REQUESTED

- A) Award Request for Proposal No. RFP240008BJB, Answering Services for After-Hours Calls-Countywide to Direct Interactions, Inc. for the answering services of after-hours calls, on an as-needed basis, for an initial term of three years, as approved in the departments' annual adopted budgets. Individual purchases in excess of \$100,000.00 will be presented to the Board for approval.
- B) Authorize the Chair to execute the contract documents on behalf of the Board of County Commissioners.
- C) Grant the County Manager or designee the authority to renew the contract for up to two additional one-year periods, and to execute all associated documents, as approved in the departments' annual adopted budgets, if doing so is in the best interest of Lee County, and there are no cost increases associated with the renewal(s).

II. ITEM SUMMARY

Awards a contract to Direct Interactions, Inc. for answering services for after-hours calls countywide on an as-needed basis for an initial period of three years with an option to renew the contract for up to two additional years. Departments using these services include Animal Services, Utilities and Solid Waste. Total expenditures under this contract during Fiscal Year 2022-2023 were approximately \$117,856.29.

III. BACKGROUND AND IMPLICATIONS OF ACTION

A) Board Action and Other History

On October 24, 2023, Procurement Management issued a Request for Proposal No. RFP230596BJB for Answering Services for After-Hours Calls – County Wide. On the solicitation deadline of December 8, 2023, Procurement Management received three submittals.

An evaluation meeting was held on January 9, 2024, during which the Evaluation Committee considered criterion listed in the solicitation request including such items as: Relevant Experience, Company Resources and Capabilities, Plan of Approach, Price and Local Vendor Preference. Based on the information submitted by the proposers, the Committee reached a consensus to recommend the award of a contract to Direct Interactions, Inc.

B) Policy Issues

C) BoCC Goals

D) Analysis

E) Options

IV. FINANCIAL INFORMATION

A)	Current year dollar amount of item:	See Comments below.
B)	Is this item approved in the current budget?	
C)	Is this a revenue or expense item?	Expense
D)	Is this Discretionary or Mandatory?	Discretionary
E)	Will this item impact future budgets? If yes, please include reasons in III(D) above.	
F)	Fund: Various funds. Program: Project: Account Strings:	
G)	Fund Type?	Other: Various Department Funds
H)	Comments: Expenditures will be on an as-needed basis, as approved in the departments' annual adopted budgets.	

V. RECOMMENDATION

Approve

VI. TIMING/IMPLEMENTATION

VII. FOLLOW UP

ATTACHMENTS:

Description	Upload Date	Type
RFP240008BJB - Agreement Direct Interactions OCR	3/11/2024	Agreement

REVIEWERS:

Department	Reviewer	Action	Date
Procurement Management	Tucker, Mary	Approved	3/20/2024 - 3:19 PM
Budget Services	Henkel, Anne	Approved	3/21/2024 - 9:15 AM
Budget Services	Winton, Peter	Approved	3/21/2024 - 10:03 AM
County Attorney	Holborn , Robert	Approved	3/21/2024 - 1:50 PM
County Manager	Winton, Peter	Approved	3/22/2024 - 8:51 AM