



# Broward County

## Legislation Text

File #: 21-1752, Version: 1

### **Broward County Commission Regular Meeting**

**Director's Name:** Chris Walton

**Department:** Transportation

### Information

#### Requested Action

MOTION TO APPROVE Agreement with Inktel Government BPO Services LLC, for Paratransit Call Center Services (Bid No. GEN2119730B1), for an estimated initial three-year amount of \$10,574,691, and authorize the Director of Purchasing to renew the contract for two one-year periods, for a five-year potential estimated amount of \$18,471,140. The initial term of this Agreement will begin 60 days after it is fully executed by the Parties and shall terminate three years after that effective date.

#### Why Action is Necessary

Board approval is required for this agreement.

#### What Action Accomplishes

Approves an agreement to provide a centralized call center including reservation, scheduling and dispatch services for the Broward County Transportation Department's (BCT) paratransit transportation services program.

#### Is this Action Goal Related

Yes

#### Previous Action Taken

March 10, 2020, Item No.11 and Item No. 60.

#### Summary Explanation/Background

THE TRANSPORTATION DEPARTMENT RECOMMENDS APPROVAL OF THE ABOVE MOTION

This item supports the Board's value for "Cooperatively delivering an efficient and accessible regional intermodal transportation network" by providing a centralized Call Center for Broward County Transportation Department's (BCT) Paratransit Transportation Services (TOPs) program.

As background, a competitive solicitation for Call Center Services for Paratransit Transportation Services (Bid No. GEN2119730B1) was issued by the County in late 2019. Three vendors submitted bids, but upon Transportation staff's determination that those vendor proposals were not consistent with the specifications, i.e., insufficient proposed staffing levels, the Purchasing Division issued a recommendation to reject all bids on March 3, 2020.

At its March 10, 2020, meeting, (Item No. 11), the Board approved the Third Amendment with Inktel Government BPO Services LLC (Inktel), the incumbent vendor, for the provision of a Call Center for

Paratransit Transportation Services (Bid No. C1240001B1) extending the terms on a month-to-month basis and discussed the status of Bid No. GEN2119730B1 (Item No. 60) for Call Center Services for Paratransit Transportation Services. During its discussion the Board approved a motion to waive the procurement code and directed staff to negotiate with B&L Service, Inc. dba Yellow Cab (B&L) for the provision of Call Center Services for Transportation Services and if negotiations were unsuccessful to move forward with the second ranked vendor, Inktel Government BPO Services LLC (Inktel).

Transportation Department and Office of the County Attorney staff updated the terms of Bid No. GEN2119730B1 to add significant disincentives if the required quality standards, including adequate staffing levels, were not met. After multiple negotiation meetings with B&L, negotiations were at an impasse. On August 26, 2020, B&L notified the County it was withdrawing from the Bid process.

Per Board direction, County staff contacted Inktel in September 2020 to begin negotiations. Staff negotiated Inktel's original bid price down from \$17,290,884 to \$10,574,691 for the initial three-year agreement term, while keeping all the substantial disincentives the Board requested to be included.

**Source of Additional Information**

Chris Walton, Director, Transportation Department, (954) 357-8361

**Fiscal Impact**

**Fiscal Impact/Cost Summary**

Funds for this action are budgeted in Fiscal Year 2022 Transportation Operating Fund. All expenses for future years will be appropriated through the annual budget process.