



March 4, 2020

Mayor Dale V.C. Holness
Vice Mayor Steve Geller
Commissioner Nan H. Rich
Commissioner Mark D. Bogen
Commissioner Mike Udine
Commissioner Lamar P. Fisher
Commissioner Beam Furr
Commissioner Tim Ryan
Commissioner Barbara Sharief
Broward County Commission
115 S Andrews Avenue
Fort Lauderdale, FL 33301

**RE: Call Center Services for Paratransit Transportation Services
Solicitation GEN2119730B1
Agenda Item 20-424 – March 10, 2020 Commission Meeting**

Mayor Holness:

B&L Service, Inc. is the lowest and only responsive and responsible bidder regarding the above solicitation. I am writing to respond to the Award/Rejection Memorandum. The following are pertinent facts regarding the above solicitation:

Bid Start Date: Oct 18, 2019 5:24:05 PM EDT

Bid Response Date: November 6, 2019

Contract Duration: 3 Years

Contract Renewal: 2 annual renewals

Scope of Work: Scope includes, but is not limited to, the furnishing of all labor, materials, equipment, services and incidentals for the provision of Call Center Services for Broward County's Paratransit Transportation Services Program and other related tasks in accordance with the Specifications and Requirements.

Note: A question was asked on 10/25/19 "is there a minimum number of operators or supervisor? The response from purchasing dated 10/28/19 referred to Section 3.0 in the specifications. Section 3 does not specify a minimum staffing level.

There were 3 bidders:

B&L Service, Inc.	Full Term Contract Price	\$5,073,120
COCHHBHA Enterprises, Inc.	Full Term Contract Price	\$4,943,121
Inktel Government BPO Services, LLC	Full Term Contract Price	\$10,935,392

Only B&L was determined to be responsive.

The following data was presented with the Bid and was used to formulate the response.

Call Volume: Exhibit A, Table 1 in the bid package stated the call center answered 45,201 calls for the month of August, 2019. B&L utilized a seasonal factor based upon its experience to estimate the average calls handled in 2019 would be approximately 790,000 or just over 15,000 calls per week. The average talk time was 3 minutes according to the exhibit. The bid package specifies the maximum hold time should not exceed 2 minutes (8.2 of the Bid Specifications).

Exhibit A, Table 3 of the bid package indicates the growth of trips between 2015 and 2018. B&L utilized this exhibit to estimate the number of calls handled in year 3 of the contract would be 880,000. This would result in a weekly average of 17,000 calls handled.

The Memorandum raises two issues with B&L's bid: staffing levels and dedicated personnel.

1. STAFFING LEVEL

B&L Service, Inc. (B&L) has been the single largest, locally owned and operated ground transportation dispatch Call Center in Broward County, Florida for the past six decades. Currently dispatching over 600 vehicles in three major markets, roughly 30% of the trips dispatched are paratransit trips for either governmental entities or brokers with governmental contracts. Trip makeup for these vehicles include both ambulatory and accessible trips, both for private passengers and for passengers receiving transportation benefits through private and public funding. There is no ground transportation call center in Broward with more experience, and more volume than B&L's current call center.

B&L's call center staff handles over 24,000 calls per week. For the week preceding this letter, the average handling time per call answered was 2.6 minutes. The average hold time was less than 10 seconds. B&L currently dispatches vehicles 24 hours a day, 7 days a week. B&L's staffing level for its current call center is 35 full and part-time employees, total. These include managers, dispatchers and call takers.

B&L's proposed staffing levels are based upon decades of experience answering requests for calls and dispatching vehicles in Broward County. The Paratransit Call Center is not a 24 hour operation. Hours of operation Monday through Saturday are 20 hours, and 15.5 hours on Sunday. The proposed staffing levels in B&L's bid response are as follows:

Position	YEAR 1	YEAR 2	YEAR 3
Dedicated Manager	1	1	1
Dedicated Assistant Manager	1	1	1
Scheduling / Dispatch Supervisor	1	1	1
Assistant Scheduling / Dispatch Supervisor	1	1	1
Dispatchers -- full and part time	12	12	13
Call Takers -- full and part time	35	38	42
Customer Service / Reservations Supervisor	1	1	1
Assistant Customer Service / Reservations Supervisor	1	1	1
Customer Service Resolution Agents	2	2	2
TOTAL STAFF	55	58	63

On December 19, 2019, B&L responded to Purchasing’s inquiry regarding staff levels. The following is the question and answer:

Section 3.1 – General Staffing Requirements:

B&L Services proposed a staffing plan of **35 Call Takers in Year 1, 38 Call Takers in Year 2, and 42 Call Takers in Year 3 with 70% full time and 30% part time.** This Staffing Plan may too low to meet the current service levels and might not be sufficient to meet the bid specifications requirement to keep the average hold time at 2.0 minutes. Please clarify how B&L would be able to meet the staffing requirements in year 1, 2 and 3 if the proposed call takers may not be sufficient.

Answer: B&L WILL MEET THE 2 MINUTE HOLD TIME REQUIREMENT. IT’S STAFFING LEVELS ARE BASED UPON EXPERIENCE, HOWEVER, IF THE STANDARD ISN’T MET, B&L WILL HIRE ADDITIONAL STAFF NEEDED TO MEET THE STANDARD.

B&L is aware it is making a contractual commitment to meet performance goals. B&L’s staffing level is adequate to handle the call volume described in the Bid Solicitation, and is committed to hiring adequate staff at its expense to ensure goals are met based upon the call volumes in the IFB. It is critical to note that there was no minimum staffing level specified by the Solicitation and B&L utilized call volumes provided and its experience operating a call center for decades to determine adequate staffing levels. Each bidder had to meet performance standards. B&L will meet or exceed those standards and absolutely meet this bid specification.

2. DEDICATED STAFF

The Memorandum improperly concludes B&L will not have dedicated staff. The Bid Solicitation on page 14, item 3.2 requires the following dedicated staff:

- 3.2.1 A Full-Time General Manager
- 3.2.2 A Full-Time Customer Service/Reservations Supervisor
- 3.2.3 A Full-Time Scheduling/Dispatch Supervisor

In its response to the Solicitation, as well as in its staffing plan, B&L identified the following dedicated staff:

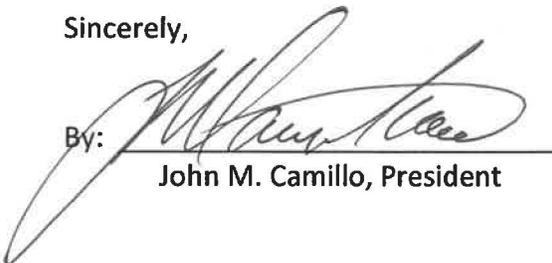
Roxine Quiles -- Paratransit General Manager
Clarissa Holmes -- Customer Service/Reservations Supervisor
Robin Mesa -- Scheduling/Dispatch Supervisor

In addition, to the foregoing, which was all that the Bid Solicitation required, B&L identified Delbert Sams, its current call center manager. Mr. Sams has been involved in dispatching ground transportation in Broward County for over 3 decades. Specifically, Mr. Sams was identified in the Response as the B&L Call Center Manager. After describing Mr. Sams' extensive experience and, B&L stated "Mr. Sams will not be the dedicated Paratransit Call Center Manager, and his salary is not included in B&L's proposed price. He is, however, a significant asset and will be available to ensure the Paratransit Call Center performs as required."

B&L has met the requirements of the Bid Solicitation. It is the only responsive, responsible Bidder and should be awarded the contract.

If you have any questions, please call.

Sincerely,

By: 

John M. Camillo, President

cc: