

From: Friedman, Bernie <bfriedman@beckerlawyers.com>
Sent: Wednesday, March 4, 2020 12:26 PM
To: Holness, Dale; Geller, Steve; Sharief, Barbara; Ryan, Tim; Furr, Beam; Rich, Nan; Bogen, Mark; Udine, Michael; Fisher, Lamar; Meyers, Andrew
Cc: Grandwilliams, Harrison; Orłowski, Susan; Schulberg, Kyle; Hurtado, Mabel; Freeman, Joshua; Kopec, Barbara; Quintana, Idelma; Kruszka, Jason; Carbonell, Launa; Richards, Heidi; Giannetta, Lauraine; Amuchastegui, Fernando; John Camillo (jcamillo@blserviceinc.com); Betiana de Evans; Joe Davis; Matthews, Nick; LaPlant, Colleen; Friedman, Bernie
Subject: PARATRANSIT CALL CENTER- IMPORTANT COMMUNICATION TO MAYOR AND COMMISSION
Attachments: Letter To D. Holness Re Bid Rejection - Signed.pdf; B&L Response to Call Center Bid.pdf; Reject ALL Authority Memorandum - GEN2119730B1 (approved).pdf

External Email

Dear Mayor, Vice Mayor and Commissioners. The attached letter from B&L Service (Yellow Cab) unequivocally demonstrates and evidences that B&L was the lowest responsive, responsible bidder and must be awarded this critically important and highly time sensitive bid. B&L has literally decades of call center experience running well trained staff in highly efficient and effective call centers with the most sophisticated equipment and software in the industry. B&L call centers average well over 24,000 calls per week with an average hold time of less than 10 seconds. The County's bid DID NOT specify any staff requirements. Instead, bidders must meet performance standards or face financial peril with disincentive payments. B&L used its decades of empirical call center data (see charts in attached letter) and stands by its staffing. The County has no basis to challenge the staffing plan. If the County is relying upon staffing from the current County call center, it is based upon a grossly inefficient and possibly not well run call center. B&L's bid instead is based on empirical data over decades of actual real experience with call center staffing. The County also alleges the dedicated staff is not met. This is flat out not the case based on the proposal. The actual proposal and letter attached identify three full time staff, a paratransit manager, customer service and reservations supervisor and a scheduling dispatch supervisor. We absolutely meet this specifications. This bid started almost 7 long months ago. It is time to waive your code and award to B&L the responsive, responsible bidder, a locally headquartered company that will keep jobs local and help our local economy. It is will be good to have a local company who knows our

community and is empathetic to our community's needs. The residents of Broward will be well served. Please award this bid on Tuesday.

Bernie Friedman

Shareholder
Chair, Government Law & Lobbying Practice Group



Becker & Poliakoff
1 East Broward Blvd., Suite 1800
Ft. Lauderdale, FL 33301

-  954.985.4180
-  954.328.9144
-  954.985.4716
-  bfriedman@beckerlawyers.com
-  www.beckerlawyers.com
-  Connect with me on LinkedIn

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