



# Broward County

## Legislation Details (With Text)

**File #:** 20-424      **Version:** 1

**Status:** Agenda Ready

**In control:** Transportation - Transit Division

**On agenda:** 3/10/2020      **Final action:** 3/10/2020

**Title:** MOTION TO APPROVE Third Amendment with Inktel Government BPO Services LLC, for the provision of a Call Center for Paratransit Transportation Services, Bid No. C1240001B1, for the Transit Division, extending the term on a month to month basis until a replacement solicitation is completed; and authorizing Mayor to execute.

**Sponsors:**

**Indexes:** Established Commission Goals

**Code sections:**

**Attachments:** 1. Exhibit 1 - Third Amendment with Inktel

Date	Ver.	Action By	Action	Result
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### Broward County Commission Regular Meeting

**Director's Name:** Chris Walton

**Department:** Transportation

**Division:** Transit

### Information

#### Requested Action

MOTION TO APPROVE Third Amendment with Inktel Government BPO Services LLC, for the provision of a Call Center for Paratransit Transportation Services, Bid No. C1240001B1, for the Transit Division, extending the term on a month to month basis until a replacement solicitation is completed; and authorizing Mayor to execute.

#### Why Action is Necessary

Board approval is required to amend this agreement.

#### What Action Accomplishes

Approves third amendment with Inktel Government BPO Services LLC, (Inktel) for the provision of a Call Center for Paratransit Transportation Services, Bid No. C1240001B1, for the Transit Division extending the term on a month to month basis until a replacement solicitation is completed.

#### Is this Action Goal Related

Yes

#### Previous Action Taken

October 28, 2014, Item No. 39.

November 14, 2017, Item No. 45.

#### Summary Explanation/Background

THE TRANSPORTATION DEPARTMENT/TRANSIT DIVISION RECOMMENDS APPROVAL OF THE ABOVE MOTION.

This item supports the Board's value for "Cooperatively delivering an efficient and accessible regional intermodal transportation network."

On October 28, 2014, Item No. 39, the Board approved an agreement with Inktel Government BPO Services LLC (Inktel), for the provision of a Call Center for Paratransit Transportation Services, Bid No. C1240001B1, for the Transit Division. The contract provides all labor, materials and equipment necessary to operate the call center for the Broward County paratransit transportation services program. The call center facilitates day to day services including but not limited to, taking trip reservations, coordinating trip scheduling with transportation service providers, system-wide dispatching and handling related customer service calls for paratransit riders within the County service area. The contract with Inktel became effective January 1, 2015. The initial contract term was for three years, with two additional one-year options. On November 14, 2017, Item No. 45, the Board approved the First Amendment increasing the hourly rate and exercising the first renewal. The Second Amendment, approved by the Purchasing Director on December 31, 2018, applied the new living wage rate to the contract and exercised the second renewal. On October 30, 2019, pursuant to Section 7 of the contract, the Purchasing Director extended the term of the contract for 90 days, through March 30, 2020, to allow time for the County to conduct a new solicitation to procure the services of a qualified firm to provide call center services under a new contract.

This Third Amendment allows for a month to month extension, at the current rate of compensation, to ensure there is no service disruption to the Paratransit customers while the replacement solicitation is completed. Absent any unforeseen conditions, including protests, specification challenges, etc, the new contract is expected to be ready for Board consideration prior to the Board's Summer recess.

This amendment has been reviewed and approved as to form by the Office of the County Attorney.

**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 2020 Transit Operating Fund.