

June 18, 2015

15-142

ACCEPT BID/AWARD CONTRACT FOR TELEPHONE  
MAINTENANCE

PREPARED BY: Sandy Wanner, Buyer/Contract Specialist, Procurement

FINANCIAL  
RESPONSIBILITY: Leslie Riester, Associate Vice President, Technology  
Solution Services

APPROVED BY: Sylvia Kelley, Acting President

REPORT: The College has a need for Telephone software support and systems maintenance to provide regular authorized technical support, scheduled system upgrades, and warranty repair of the VOIP telephone system used throughout the district. The telephone system installed and in use at PCC is the Customer Interaction Center system, a product of Interactive Intelligence, Inc. The estimated cost for these services will exceed the \$100,000.00 threshold, which requires a formal solicitation process, Request for Proposal (RFP).

On February 13, 2015, the RFP was released and made available to all interested vendors. The RFP was advertised in the Daily Journal of Commerce, State of Oregon ORPIN vendor system and the PCC Solicitation website. A total of twenty four (24) vendors registered and received a copy of the RFP.

At the proposal submission closing time of 10:00 AM on April 8, 2015, the College had received a total of two (2) proposals. The committee members consisting of TSS support staff evaluated all proposals based on the following criteria: Upgrade & Implementation, Cost/Pricing of Services & Warranty, Vendor Qualifications, Maintenance & Support Service, and Customer References. After reviewing the proposals, the committee asked both proposers to attend an oral interview. Below are the two (2) proposers and their final evaluation scores. The award was made to the proposer receiving the highest total evaluation score

Initial Proposal Score -

<b>Proposers</b>	<b>Evaluation Scores</b>
Avant Point	162
Avtex Solutions LLC	204

Oral Interview Score –

Avant Point	323
Avtex Solutions LLC	386

Total Scores:

Avant Point	485
<b>Avtex Solutions LLC</b>	<b>590</b>

Note: None of the vendors who submitted proposals were MWESB firms.

After careful review the committee recommended awarding the contract to Avtex Solutions LLC.

**RECOMMENDATION:** The Board of Directors accept the proposal and award the contract to Avtex Solutions LLC. The initial contract will be valid for three (3) years with an option to renew annually for two (2) – one (1) year periods, five (5) years total term. The contract amount is not to exceed \$1,682,447.00, for the entire five (5) year term. Funding will be from the Utility Fund.