

DEPARTMENTAL APPROVAL REQUEST - REQUEST FOR PROPOSALS (RFP)

Bid #	2018222		
Commodity	Contact Center Solution (Citizen Contact Centre)		
Department	Finance and Admin		
Budget Code	1272-52131		
Source of Funding	<input checked="" type="radio"/> Operating <input type="radio"/> Capital <input type="radio"/> Multiyear Capital		
Purpose	New Contact Center Solution to replace the existing Bell solution. Will provide Citizens Services with enhanced capabilities in receiving and responding to 311 calls.		
Proposals Submitted By	Vendor Name		
	Onx		
	Bell		
	Ignite		
	Goalline Solutions, Voicenet Interact and Focus Voice and Data		
Expected Value	<input checked="" type="radio"/> As shown <input type="radio"/> Value shown is an estimate only for a year period. The City does not guarantee to buy any specific quantities or dollar value.		
Contract Duration	5 years		
Recommendation	It is recommended to award this RFP to Onx for the amount of \$ 160,032 based on an evaluation of the proposals by the City's evaluation team as per the Public Procurement Act.		
Proposals Obtained By	RFP, Garret Sullivan		
Manager or Designate	Keith Barrett	Date	12/13/2018
Deputy City Manager	Derek Coffey	Date	12/13/2018

- * In cases where the procurement value is \$50,000 or above Council approval is required. The entire procurement value must be calculated to determine this threshold including any possible contract extensions.
- * Where departments have used an RFP to purchase commodities they are responsible to send the information to Council for approval by using this form.
- * A purchase order will not be created until all documentation, including Council approval, has been provided with an approved requisition.

ST. JOHN'S