

Condensed Title:

A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FL, AUTHORIZING NEGOTIATIONS FOR AN AMENDMENT TO THE CONTRACT WITH INKTEL DIRECT GOVERNMENT BPO SERVICES, INC. PURSUANT TO 2013-022-RFP-ME FOR CALL CENTER SERVICES, TO PROVIDE FOR SUCH SERVICES FOR THE BUILDING DEPARTMENT, CONSOLIDATING TWO EXISTING CONTRACTS INTO ONE, AND EXTENDING THE EXISTING AGREEMENT WITH INKTEL ON A MONTH TO MONTH BASIS UNTIL A CONTRACT AMENDMENT HAS BEEN EXECUTED

Key Intended Outcome Supported:

Improve Community Satisfaction With City Government.

Supporting Data (Surveys, Environmental Scan, etc 48% of residential respondents and 55% of businesses rate the effort put forth by the City to regulate development is "about the right amount."

Item Summary/Recommendation:

This resolution authorizes the Building Department and the Procurement Division to commence negotiations of a contract amendment with Inktel, the call center currently utilized by the Finance, and Parking Departments and the Emergency Operations Center, as their call center, to include the Building Department, essentially consolidating two separate agreements into one. Inktel, by separate agreement, is also currently providing call center services to the Building Department. That agreement expires on February 27, 2014, and the contract amendment would allow the Building Department to receive these services pursuant to the newer agreement. In the event that more time is needed to conclude negotiations, this Resolution also authorizes the City to continue on a month to month basis under the expiring contract until those negotiations are concluded.

Advisory Board Recommendation:

None.

Financial Information:

Source of Funds:		Amount	Account
<div style="border: 1px solid black; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center;"> OBPI </div>	1		
	2		
	3		
	Total		

Financial Impact Summary:

In accordance with Charter Section 5.02, which requires that the "City of Miami Beach shall consider the long term economic impact (at least 5 years) of proposed legislative actions," this shall confirm that the City Administration evaluated the long term economic impact (at least 5 years) of this proposed legislative action. The Building Department has \$145,000 budgeted for these services for fiscal year 2012/2014.

City Clerk's Office Legislative Tracking:

Mariano Fernandez

Sign-Offs:

Department Director	Assistant City Manager	City Manager
<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>

T:\AGENDA\2014\January15\InktelReso - SUM.docx





COMMISSION MEMORANDUM

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: January 15, 2014

SUBJECT: **A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, AUTHORIZING THE ADMINISTRATION TO ENTER INTO NEGOTIATIONS WITH INKTEL GOVERNMENT BPO SERVICES (INKTEL), FOR AN AMENDMENT TO INKTEL'S CURRENT CONTRACT WITH THE CITY, ENTERED INTO PURSUANT TO REQUEST FOR PROPOSALS NO. 022-2013ME AND DATED APRIL 26, 2013; SAID AMENDMENT FOR THE PURPOSE OF CONTINUING TO PROVIDE CALL CENTER SERVICES TO THE CITY'S BUILDING DEPARTMENT, AND CONSOLIDATING THE CURRENT TWO CURRENT CONTRACTS WITH INKTEL INTO ONE AGREEMENT; AND FURTHER AUTHORIZING THE EXTENSION OF THE CURRENT AGREEMENT WITH INKTEL WITH THE BUILDING DEPARTMENT (WHICH WILL EXPIRE ON FEBRUARY 27, 2014) ON A MONTH TO MONTH BASIS, PENDING THE CONCLUSION OF THOSE NEGOTIATIONS; AND FURTHER AUTHORIZING THE MAYOR AND CITY CLERK TO EXECUTE THE AMENDMENT UPON CONCLUSION OF SUCCESSFUL NEGOTIATIONS BY THE ADMINISTRATION.**

ADMINISTRATION RECOMMENDATION

Authorize the negotiation of an amendment to Inktel's current contract with the City pursuant to Request for Proposals No. 022-2013ME to provide call center services for the Building Department, and further authorize the City to enter into a month to month extension with Inktel to provide for call center services pursuant to the Building Department's current expiring agreement until such time as those negotiations are completed.

FUNDING

The Building Department has \$145,000 in its FY 2013/2014 budget for these services.

KEY INTENDED OUTCOME SUPPORTED

Improve Community Satisfaction with City Government

ANALYSIS

Request For Proposals (RFP) No. 08-08/09 (the "Bid") was issued on December 15, 2008 to establish a contract(s), by means of sealed bids, for the supply and delivery of call center services to the Building Department, on an as needed basis.

On January 29, 2009, the City Commission approved the award of contracts to Inktel Direct Government BPO Services, Inc. (Inktel). The contract was for a three (3) year period commencing on February 27, 2009, with the option to be extended for two (2) additional one (1) year periods.

On November 14, 2012, the City Commission approved the exercise of the City's second

January 15, 2014
Commission Memorandum
Inktel Authorization to Negotiate and Month to Month

and final one year renewal option of the contract, which is set to expire on February 27, 2014.

On April 26, 2013, the City entered into a separate contract with Inktel for citywide call center services pursuant to RFP 022-2013ME. This contract is for a period of three years from the date of its execution. The Building Department did not participate in the negotiation of that contract as Inktel was already providing its services to the Department. As its current contract with Inktel is set to expire on February 27, 2014, the Building Department would now like authorization to negotiate an amendment to the contract with Inktel pursuant to the more recent RFP 022-2013ME, so that Inktel can continue to provide call center services to the Building Department pursuant to this new agreement. The Building Department also seeks permission to extend its current expiring contract with Inktel on a month to month basis until such time as those negotiations are completed.

CONCLUSION

The Administration recommends that the Mayor and City Commission authorize the Administration to negotiate a contract amendment with Inktel for call center services for the Building Department pursuant to RFP 022-2013ME, and to allow for a month to month extension of the Building Department's current (expiring on February 27, 2014) agreement until negotiations are completed.

Handwritten initials, possibly "JLM" and "JJ", in black ink.

JLM/JJ/MVF/SS
T:\AGEND\2014\January\InktelNegotAuthMemo.doc

RESOLUTION NO. _____

A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, AUTHORIZING THE ADMINISTRATION TO ENTER INTO NEGOTIATIONS WITH INKTEL GOVERNMENT BPO SERVICES (INKTEL), FOR AN AMENDMENT TO INKTEL'S CURRENT CONTRACT WITH THE CITY, ENTERED INTO PURSUANT TO REQUEST FOR PROPOSALS NO. 022-2013ME AND DATED APRIL 26, 2013; SAID AMENDMENT FOR THE PURPOSE OF CONTINUING TO PROVIDE CALL CENTER SERVICES TO THE CITY'S BUILDING DEPARTMENT, AND CONSOLIDATING THE CURRENT TWO CURRENT CONTRACTS WITH INKTEL INTO ONE AGREEMENT; AUTHORIZING THE EXTENSION OF THE CURRENT AGREEMENT WITH INKTEL WITH THE BUILDING DEPARTMENT (WHICH WILL EXPIRE ON FEBRUARY 27, 2014), ON A MONTH TO MONTH BASIS, PENDING THE CONCLUSION OF THOSE NEGOTIATIONS; AND FURTHER AUTHORIZING THE MAYOR AND CITY CLERK TO EXECUTE THE AMENDMENT UPON CONCLUSION OF SUCCESSFUL NEGOTIATIONS BY THE ADMINISTRATION.

WHEREAS, Request For Proposals (RFP) No. 08-08/09 was issued on December 15, 2008, to establish a contract(s), by means of sealed bids, for the supply and delivery of call center services for the City's Building Department, on an as needed basis, from a source(s) that will give prompt and efficient customer service; and

WHEREAS, on January 29, 2009, the City Commission approved the award of a contract to Inktel Direct Government BPO Services, Inc. for a three (3) year period, commencing on February 27, 2009, with the option to be extended for two (2) additional one (1) year periods; and

WHEREAS, on November 14, 2012, the City Commission approved the exercise of the City's second and final one year renewal option of the contract, which is set to expire on February 27, 2014; and

WHEREAS, on April 26, 2013, the City entered into a separate contract with Inktel for Citywide call center services, pursuant to RFP 022-2013ME; this contract is for a period of three (3) years from the date of execution; and

WHEREAS, as the Building Department's contract with Inktel is set to expire on February 27, 2014, the City Administration recommends consolidating both the agreements under one contract and, therefore, requests authorization to negotiate an amendment to Inktel's April 26, 2013 agreement (executed pursuant to RFP 022-2013ME) to include the call center services currently being provided to the Building Department; and,

WHEREAS, the Building Department also seeks permission to enter into a month to month agreement with Inktel (under the January 29, 2009 contract, which will expire on February 27, 2014), until such time as negotiations for the requested amendment are completed.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, that the Mayor and City Commission hereby authorize the Administration to enter into negotiations with Inktel, for an amendment to Inktel's current contract with the City, entered into pursuant to Request for Proposals No. 022-2013ME and dated April 26, 2013; said amendment for the purpose of continuing to provide call center services to the City's Building Department and consolidating the current two contracts with Inktel into one agreement; authorizing the extension of the current agreement with Inktel with the Building Department (which will expire on February 27, 2014), on a month to month basis, pending the conclusion of those negotiations; and further authorizing the Mayor and City Clerk to execute the amendment upon conclusion of successful negotiations by the Administration.

PASSED AND ADOPTED THIS _____ DAY OF _____ 2014.

ATTEST:

CITY CLERK

MAYOR

T:\AGENDA\2014\January 15, 2014\InktelCall Center Services - RESO2.doc

**APPROVED AS TO
FORM & LANGUAGE
& FOR EXECUTION**

[Signature] _____ *12-30-13*
City Attorney Date

THIS PAGE INTENTIONALLY LEFT BLANK