

# Evaluation Panel Report of Findings, Conclusions, and Recommendations

May 29, 2012

Phone System Upgrade and Maintenance  
Metropolitan Council Contract 11P228

## Background

This solicitation will result in a 5-year Managed Telecommunications Service Plan. Typical services include:

- Proactive remote monitoring of phone systems, application services and Call Centers
- VOIP network strategy and design to position the Metropolitan Council for future growth and the addition of new technologies
- Forty (40) hours per week onsite Mitel 3300 certified Technician
- Mitel 3300 Administrator training (Mitel online Training) for three (3) Metropolitan Council staff.

## Solicitation

- A formal Request for Proposals was issued March 6, 2012
- There were Five plan holders of record
- One addendum was issued extending the proposal due date and answering prospective proposer questions
- Two proposals were received on April 10, 2012. Proposals were submitted by the following firms:

Marco, Inc. (incumbent)	Integra Telecom
-------------------------	-----------------

## Evaluation

Proposals were evaluated based on the following factors:

The **Quality** of the proposal, the **Qualifications** of the proposer, the **Experience** of the proposer and the **Price** of the proposal, with price being approximately equal in importance to a combination of the other three criteria.

The Evaluation Panel consisted of the following Council employees:

Larry Yarrington, Systems Engineer 3 – Project Manager  
Amy Gudmestad, Lead TIC Supervisor  
Mark Linnell, IS Manager  
Curt Olson, TCC operations Manager  
Sean Pfeiffer, MTS Financial Analyst  
Dana Rude, Metro Mobility Project Administrator

Richard Halsted, Principal Contract Administrator served as Evaluation Panel Trainer and Meeting Facilitator.

All proposals were evaluated individually by each panel member without collaboration with any other panel member. A consensus meeting was held May 10, 2012 where both proposals were discussed,

consensus could not be reached as the pricing information submitted by both proposers was lacking in detail.

Additional information was requested from both proposers to clarify the price proposals and a second consensus meeting was held May 24, 2012 where consensus was reached.

### **Evaluation Panel Findings and Conclusions**

#### **Integra Telecom, Inc. – Original Evaluation**

Integra has been in business for over 25-years. They are one of the largest Mitel Equipment providers in the country and have been awarded Mitel's Number 1 Dealer of the Year for nine consecutive years. Their technical professionals have an average of 15 years of experience.

They provide phone system maintenance services for many local companies and government agencies. Integra currently provides service to the Hennepin County Medical Center (HCMC) and Mills Fleet Farm. The critical nature of supplying service to the largest medical center in the region and to a company like Mills Fleet Farm that has 42 locations showed the panel that Integra could meet the 24/7/365 demands of the Council and also service multiple locations.

#### **Integra Telecom, Inc. – Reevaluation after Request for Additional Information**

As Integra is new to working with the Council, the panel was somewhat concerned about an extended learning curve and the pricing quoted seemed a little low. The panel requested additional information from Integra regarding their Remote Monitoring and Access Service, their ability to make a quick transition and a review of the proposed pricing.

The response from Integra detailed their Remote Monitoring and Access Service capabilities, reassured the panel that they are ready to hit the ground running at the start of the contract and that they have successfully transitioned critical service for companies the size of the Council.

The price proposal information originally submitted by Integra was reconfirmed and after review by the Project Manager and the Financial Analyst on the panel was accepted as the lowest price proposed. Proposed annual cost for the required services is \$238,712.

#### **Marco, Inc. – Original Evaluation**

The proposal submitted by Marco, Inc. was complete and provided detailed responses and additional information on how they will meet the requirements of the contract. As the incumbent Marco has a very good understanding of the Council's phone system which gives them a very good grasp of the services required under the contract.

The price proposal submitted by Marco was significantly higher than the one submitted by Integra.

#### **Marco, Inc. – Reevaluation after Request for Additional Information**

The panel requested additional information on discounts, warranties and software assurance for the procurement of software under the contract. The panel also requested clarification on Marco's price proposal.

Marco responded saying the best way to procure software would be by using the GSA contract and recommended all software be procured in this manner. The price proposal submitted by Marco was also

confirmed and there was no change to the original proposal. The annual cost of the price proposal submitted by Marco was \$385,670.

### Conclusions

Marco's price proposal included a number of additional services not requested in the RFP – Project Management Fees and costs for Monthly and Quarterly meetings. In order to get an "apples-to-apples" price comparison, the additional fees and costs were removed from Marco's price proposal and both price proposals were evaluated on the following annual costs:

Cost	Marco	Integra	Annual Cost Difference
On Site Technician	\$166,400	\$119,808	
Support Engineer	\$95,680	\$59,904	
After Hours Support Fee	\$27,550	\$18,000	
Software Assurance	\$41,000	\$41,000	
<b>Total</b>	<b>\$330,630</b>	<b>\$238,712</b>	<b>\$91,918</b>

As both proposals were rated Very Good, the panel could not justify the additional cost for the same services. Total cost difference over the term of the 5-year contract - \$459,590.

### Evaluation Panel Recommendations

That the Council authorize the Regional Administrator to negotiate and execute a five year contract in an amount not to exceed \$1,193,560 with Integra Telecom, Inc. whose proposal was most advantageous to the Council.

Larry Yarrington Signature: *Larry D Yarrington* Date: 6-11-2012

Amy Gudmestad Signature: *Amy Gudmestad* Date: 6/8/2012

Mark Linnell Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Curt Olson Signature: *Curt Olson* Date: 06/11/12

Sean Pfeiffer Signature: *Sean Pfeiffer* Date: 6/11/12

Dana Rude Signature: *Dana Rude* Date: 6/11/12