

Hillsborough County Financial Services Group (Procurement)
601 E. Kennedy Blvd., County Center, 18th Floor
P.O. Box 1110, Tampa, FL 33601
Telephone (813) 272-5790 Fax (813) 272-6290
www.hillsboroughcounty.org/procurementservices

NOTICE OF INTENT TO SOLE SOURCE

FILE NUMBER: SS-S-0172-0-2011/JW

PURCHASE OF CONSULTING SERVICES FOR CALL CENTER CONSOLIDATION
For the Information and Technology Services Department

Hillsborough County intends to recommend the award of a sole source purchase agreement for Consulting Services for 3-1-1 Call Center Consolidation to the Blue Rhino Group, Inc. in the amount of \$42,618.40. The procurement is considered a sole source because the delivery of services to assess, evaluate and make recommendations on the County's processes of receiving and processing customer service contact from our citizen via all communication modes available is critical for the future implementation of a single consolidated 3-1-1 Call Center (physical or virtual). The assessment and evaluation process is expected to be completed within sixty (60) days from the effective date of the purchase order.

Contractors who believe they can meet or exceed the above stated requirement must provide convincing technical data sufficient to support their position. The Hillsborough County Financial Services Group (Procurement) must receive replies to this notice not later than close of business on **May 12, 2011**. After this date, an award will be made. Responses to this notice will be used to determine whether bona fide competition exists.

Send written responses to the Hillsborough County Financial Services Group (Procurement), 601 E. Kennedy Blvd., County Center, 18th Floor, Tampa, Florida, 33601, Attention Jennifer Wilson, or FAX to (813) 272-6290. For further information call (813) 272-5790.