

**DESCRIPTION OF INTENDED
SINGLE SOURCE PURCHASE
(PUR 7776)**

AGENCY: Agency for Workforce Innovation (AWI)

TITLE Office of Appeals - Digital Recording System

Short description of the commodity or service desired: Standard Level Maintenance and Support for the Digital Appeals Recording System.

CONTACT

Name: Sonja Strickland, Purchasing Specialist

Address: 107 E Madison Street, B047 Caldwell Building, Tallahassee, Florida 32399

Telephone: (850) 245-7472

Email: sonja.strickland@flaawi.com

Internal tracking number, if any: SS-11-020-SS

Date posted: 09/17/2010

Last day for receipt of information: 09/28/10 @ 4:30 p.m.

This description of commodities or contractual services intended for purchase from a single source is posted in accordance with section 287.057(5)(c), Florida Statutes and will remain posted for a period of at least 7 business days.

Commodity or Service Required (commodity class and group, manufacturer, model, and description, as appropriate):

991-155 Computer Software Development and Maintenance Services

Quantity or Term (as appropriate):

3 years

Requestor (division, bureau, office, individual, as appropriate):

Office of Appeals

Performance and/or Design Requirements (intended use, function or application, compatibility etc. requirements; reference to policy, rule, statute or other act of the Legislature, etc., as appropriate):

The digital recording system was designed for our hearing officers to record unemployment compensation appeals hearings. As a safety mechanism the recordings are saved in four different locations: on the hearing officer's local computers, the Transcription Application, Interaction Recorder Client and the Server at AWI. With recordings being stored in four different locations, this minimizes the risk for lost recordings. Through the digital recording system, we can e-mail recordings and also make them available to burn cd's. Once the hearings are recorded and stored we can listen to them through Transcription and Interaction Recorder Client. With the proper authority, we can also listen to live hearings. The digital recording system also interfaces with our Intranet Appeals Application. Once the parties names, telephone numbers and other pertinent information are entered through the Intranet Appeals Application, the hearing officers enter the docket number in the digital recording system, this information is displayed on the screen so the hearing officers do not have to enter this information again. When the hearing officer's click on the parties' telephone number through the digital recording system it calls the parties and the hearing officers do not have to manually dial the phone numbers. With the digital recording system there is no limit as to the number of parties the hearing officers can conference in with just a couple of clicks. With a

maintenance contract, we can ensure that the digital recording system is operational; and if there is a problem it can be fixed within a short period of time.

Intended source (vendor, contractor):
First Data Government Solutions (FDGS)

Estimated Dollar Amount:
\$277,583.00

Justification for single source acquisition (what is necessary and unique about the product, service or source; steps taken to confirm unavailability of competition, as appropriate):

The appeals digital recording system was designed and customized for the Office of Appeals by FDGS in 2004 (ITN-04-006-VA). The system was upgraded by FDGS in 2010. Since the digital recording system was designed by FDGS, it would be more cost effective for FDGS to continue to maintain it rather than a vendor who has no knowledge of the system. With FDGS maintaining the system, there is no learning curve; therefore, all issues can be resolved timely and cost effectively. It is crucial to our operation that digital recording system is up and running at all times. The software, license, maintenance and support are proprietary and only provided through FDGS.

Approved By (names & titles, as appropriate, e.g., requestor, requestor management, information systems, budget, purchasing):

John Pelham, Appeals, Acting Process Manager
Julie Allen, Program Specialist
Sharon Latigue, Admin Asst. II
Sondra Timpson, Appeals, Office Admin.
Christopher Presnell, Program Specialist
Laura I. Jennings, Purchasing Manager
Sonja Strickland, Purchasing Specialist

Prospective vendors are requested to provide information regarding their ability to supply the commodities or contractual services described. If it is determined in writing by the agency, after reviewing any information received from prospective vendors, that the commodities or contractual services are available only from a single source, the agency shall:

1. Provide notice of its intended decision to enter a single-source purchase contract in the manner specified in s.120.57(3) FS, if the amount of the contract does not exceed the threshold amount provided in s.287.017 for CATEGORY FOUR.
2. Request approval from the Department of Management Services for the single-source purchase, if the amount of the contract exceeds the threshold amount provided in s.287.017 for CATEGORY FOUR. If the Department of Management Services approves the agency's request, the agency shall provide notice of its intended decision to enter a single-source contract in the manner specified in s.120.57(3), FS.