

Item # 55

ADDITIONAL MATERIAL

SUBMITTED AT THE REQUEST OF

TRANSPORTATION DEPARTMENT

December 1, 2009

10:00 a.m.

Additional Information for Agenda Item #55

Award for Paratransit Call Center

Documentation of Reference Check

1. On November 30, 2009 staff spoke to Bruce Appel, Vice President of Finance and Administration, Greater Fort Lauderdale Convention & Visitors Bureau. He verified all of the information submitted by the vendor as part of their bid response (Vendor Questionnaire). He stated that the GFLCVB is "extremely pleased" with Inktel's services and that Mr. A. J. Morales, Director of Business Development for Inktel Direct, is "phenomenal."
2. On December 1, 2009 staff spoke to Donna Gunther, Acting Deputy Director, Miami-Dade County Public Housing Authority. She verified all of the information submitted by the vendor as part of their bid response (Vendor Questionnaire). She stated that they are "extremely pleased" with Inktel's services and in particular cited their satisfaction with the call agents themselves, the Inktel training program, and Inktel's continued compliance with all contractual standards and requirements.
3. On December 1, 2009 staff received email from Alejandro Rey, Building Director, City of Miami Beach Building Department. He verified all information submitted by the vendor as part of their bid response (Vendor Questionnaire). He stated, "We are very happy with their performance."