



**Financial Services Group**  
**Procurement**  
 735 Randolph Street, Suite 1508  
 Detroit, Michigan 48226  
 Phone: 313-964-9157

## Procurement Report

**Date: November 22, 2019**  
**To: Sue McCormick, Chief Executive Officer**  
**From: Dan Edwards, Procurement Manager**  
**Re: Procurement Report**

General Information			
Contract Number:	1903808	Project Owner:	Randal Brown
Contract Title:	Ethics and Compliance Hotline Services		
Vendor:	New Orleans Teleport, Inc. d/b/a Calls Plus		
Budget:	Operations and Maintenance		
Contract Length:	Three (3) Years and Two (2) One-year renewal options		

### Procurement Method

Competitively bid – Request for Proposal (RFP) Qualification Based Selection (QBS) – Evaluation Committee			
Advertised:	October 15, 2019	Addendums released:	3
Distributed to:	18	Downloaded by:	18
Response due date:	November 8, 2019	Responses received:	5

### **Cost Schedule**

New Orleans Teleport, Inc. d/b/a Calls Plus	
Implementation Cost	Original Proposal
Implementation/Installation Cost	\$5,000.00
Set Up Fees	\$2,500.00
Cost for Agreement Year 2019-2020	\$23,100.00
Annual System Service Fees (2020-2021)	\$23,100.00
Annual System Service Fees (2021-2022)	\$23,100.00
Annual System Service Fees (2022-2023) Renewal Option	\$23,100.00
Annual System Service Fees (2023-2024) Renewal Option	\$23,100.00
<b>Additional Costs</b>	
Materials for GLWA individuals: Posters, wallet cards, and brochures are provided as part of the fee	\$2,000.00
System Customization	\$175.00
Upgrades	\$175.00
International Pricing	\$0.00
<b>Totals</b>	<b>\$125,350.00</b>

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The fee proposed by the vendor was deemed acceptable (see attached fee tabulation). The vendor, however, was asked to expand the scope of services to provide a hotline within 30 days of an executed contract as an interim solution until a customized internet-based solution is developed, tested, and deployed. The interim solution is at no extra charge. The project timeline is 90 days after executed contract.

**Evaluation and Scores**

Evaluation Committee: (Designation – Organization)
A – GLWA
B – GLWA
C – GLWA

The Evaluation Committee independently reviewed and scored the proposals in accordance with GLWA's policy. This evaluation was a two-step process. The total score rankings are below for all proposals. It should be noted that the first three firms listed were selected for an oral presentation.

<b>Vendor (Highest to Lowest Score) The top 3 was short-listed for oral interviews</b>	<b>Total Score (Technical/Oral/ References)</b>
<b>New Orleans Teleport, Inc. d/b/a Calls Plus</b>	179.56
<b>WhistleBlower Security, Inc.</b>	168.11
<b>Veritas Solutions Group, LLC.</b>	148.56
<b>Inspirit Group, LLC dba Stopit Solutions</b>	75.44
<b>Decima</b>	24.78

**Other Data Requested by GLWA Board Members**

Minority Business Enterprise (MBE): Yes

Detroit Based Business (DBB): No

Small Business Enterprise (SBE): Yes

Sub-Contractor(s) List: Not Applicable

Vendor Response Survey: Not Applicable



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**Litigation**

This vendor is not currently nor has been previously involved in any litigation with the GLWA.

**Financials**

A financial risk assessment was performed by the GLWA via Dun & Bradstreet and was determined that the selected vendor has the financial capacity to perform the tasks under this contract. This information is available for the Board of Directors to review upon request.