


CENTRAL FLORIDA EXPRESSWAY AUTHORITY

MEMORANDUM

TO: Authority Board Members

FROM: Claude Miller 
Director of Procurement

DATE: April 28, 2015

RE: Approval of Purchase Order for North American Communications Resources for Interactive Voice Response Self-Service System

Board approval is requested to issue a purchase order in the amount of \$197,780.29 to North American Communications Resources (NACR) to procure an Interactive Voice Response Self-Service System for E-PASS customers. The current equipment has reached end-of-life and will no longer be supported by the vendor after July 1, 2015.

The new equipment will be the Avaya Experience Portal (AEP) system which will provide the same functionality as the current equipment with the added ability to accept payments from E-PASS Customers. This ability will allow us to better handle current call volumes. The AEP would be purchased from NACR, the Avaya reseller, through the State of Florida Contract No. 730-000-09-1.

cc: Joe Berenis, Deputy Executive Director, Engineering, Operations, Construction and Maintenance
Laura Kelley, Deputy Executive Director, Finance and Administration
Joann Chizlett, Director of Information Technology

**Attachment B**

Rider Number: QUO-709963-1CCYLQ
Date: 12/5/2014
Page No.: Page 1 of 2
VCP Cust: YES
VCP ID #: 0009999991

Master Agreement Rider

SB AEP

Bill To: Central Florida Expressway Authority
Attn. To: Paul Crawford
Address: 4974 ORL TWR RD
ORLANDO, FL 32807

Ship To: Central Florida Expressway Authority
Attn. To: Paul Crawford (407) 690-5112
Address: 4974 ORL TWR RD
ORLANDO, FL 32807

| | | | | | |
|-----------------------|--------------------|-----------------------------|-----------------|----------------------|---------------------------------|
| Customer P.O.: | Customer ID | Master Agreement No. | Shipping | Payment Terms | National Account Manager |
| | ORLORA0001 | M2159 | UPS GROUND | | Name: Al Fasano |
| | | | | | E-Mail: afasano@nacr.com |
| | | | | | Phone: 651-796-6644 |

| Item | Description | Quantity | Unit Price | Ext. Price |
|--------------------------------------|--------------------------------------|----------|--------------|---------------------|
| CORE | | | | |
| 270133 | PLDS ENT CORE R6 BASE STATION | 48.00 | \$0.00 | \$0.00 |
| 272801 | AVAYA WEBLM LICENSE MANAGER VE VAPP | 1.00 | \$0.00 | \$0.00 |
| CORE Sub-total: | | | | \$0.00 |
| AES | | | | |
| 260051 | AES 6.X PLDS ENABLE FOR APPL LIC | 1.00 | \$0.00 | \$0.00 |
| 271524 | AES R6 NEW SYS TRACKING | 1.00 | \$0.00 | \$0.00 |
| AES Sub-total: | | | | \$0.00 |
| AEP | | | | |
| 300716 | AAEP R7 PER PT LIC NEW | 48.00 | \$812.12 | \$38,981.76 |
| 302254 | AAEP R7 PER EPM TRACK | 1.00 | \$295.00 | \$295.00 |
| 302255 | AAEP R7 MEDIA ENCRYPTION | 1.00 | \$73.58 | \$73.58 |
| 302271 | AAEP R7 ZONE PORT LIC | 48.00 | \$0.00 | \$0.00 |
| 302275 | AAEP R7 SMS 3600 MSG-HOUR AUTH LIC | 1.00 | \$0.00 | \$0.00 |
| 302279 | AAEP R7 EMAIL 3600 MSG-HOUR AUTH LIC | 1.00 | \$0.00 | \$0.00 |
| 302290 | AAOD R7 | 1.00 | \$0.00 | \$0.00 |
| 302391 | AAEP R7 CM PER PRT CONN PLDS LIC | 48.00 | \$34.01 | \$1,632.48 |
| AEP Sub-total: | | | | \$40,982.82 |
| Project Management | | | | |
| SERVICES-103 | PM SERVICES | 1.00 | \$3,861.00 | \$3,861.00 |
| Project Management Sub-total: | | | | \$3,861.00 |
| SAL | | | | |
| 272750 | SAL R2 STDALN GATEWAY APP VAPP LIC | 1.00 | \$0.00 | \$0.00 |
| SAL Sub-total: | | | | \$0.00 |
| APP DEV | | | | |
| SERVICES-102 | Development Services | 1.00 | \$152,936.47 | \$152,936.47 |
| APP DEV Sub-total: | | | | \$152,936.47 |

All material codes can be referenced to the State of Florida Contract #730-000-09-1. NACR is an authorized reseller of all Avaya products and is certified for all implementation services. NACR has provided services to the Central Florida Expressway Authority on a number of Avaya related projects.

**Attachment B**

Rider Number: QUO-709963-1CCYLQ
Date: 12/5/2014
Page No.: Page 2 of 2
VCP Cust: YES
VCP ID #: 0009999991

Master Agreement Rider**SB AEP**

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Attn. To: Paul Crawford
Address: 4974 ORL TWR RD
ORLANDO, FL 32807

Ship To: Central Florida Expressway Authority
Attn. To: Paul Crawford (407) 690-5112
Address: 4974 ORL TWR RD
ORLANDO, FL 32807

| | | | | | |
|-----------------------|--------------------|-----------------------------|-----------------|----------------------|---------------------------------|
| Customer P.O.: | Customer ID | Master Agreement No. | Shipping | Payment Terms | National Account Manager |
| | ORLORA0001 | M2159 | UPS GROUND | | Name: Al Fasano |
| | | | | | E-Mail: afasano@nacr.com |
| | | | | | Phone: 651-796-6644 |

| Item | Description | Quantity | Unit Price | Ext. Price |
|------|-------------|----------|------------|------------|
|------|-------------|----------|------------|------------|

**QUOTE VALID FOR 30 DAYS*
**PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE*

Subtotal: \$197,780.29

Terms and Conditions of the Master Agreement Apply

This order is a configured order and/or contains software.

Tax: Not Included
Freight: Not Included
Grand Total: \$197,780.29

Accepted By:

| | | | |
|--------------|-------------|---------------|-------------|
| Buyer: _____ | Date: _____ | Seller: _____ | Date: _____ |
| Title: _____ | | Title: _____ | |

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CFX E-PASS Avaya Experience Portal (AEP) Scope (Interactive Voice Response (IVR) System Replacement for E-PASS Customers)

All E-PASS customer service calls are routed to an automated system that provides self-service options as well as the ability to press "0" and get to a Customer Service Representative.

The self-service functionality provided in the current system is:

- 1) Transfer to live agent
- 2) Account balance from Toll host
- 3) Account statement faxed (or emailed as from the website)
- 4) Onetime Payment from CC on file (as from the website)
- 5) Change CC on file
- 6) Update expiration date on CC
- 7) Change Account PIN

The requested replacement system will provide the existing functionality as well as the following:

- 8) Onetime Payment by CC not on file and discard CC info
- 9) Onetime Payment by CC not on file and keep CC info on account
- 10) Onetime Payment by CC not on file and keep CC info and authorize ongoing Auto Replenish

Paul Crawford
Systems Administrator

CENTRAL FLORIDA EXPRESSWAY AUTHORITY
4974 ORL Tower Road
Orlando, FL 32807
407-690-5112 office & fax
407-375-4326 cell

www.ExpresswayAuthority.com

Claude Miller

From: Paul Crawford
Sent: Friday, April 17, 2015 1:40 PM
To: Claude Miller; Robert Johnson
Cc: Rene Rodrigue; Sherry Christianson; Joann Chizlett
Subject: Consent Agenda Item | CFX AEP (IVR Replacement)
Attachments: Quote QUO-709963-1CCYLQ.PDF; CFX AEP Scope 1b.docx

Hi Robert / Claude:

Please see my request for the following consent agenda item.

“The current Interactive Voice Response (IVR) Self-Service System for E-PASS customers is at end-of-life and no longer supported by the vendor. The requested replacement Avaya Experience Portal (AEP) system will provide the same functionality plus the ability to accept payments from E-PASS Customers – which will help to better handle current call volumes. The requested replacement would be purchased from our Avaya reseller, North American Communications Resources (NACR), for \$197,780.29 – budgeted as IVR Upgrade Project 7200402. The replacement system is needed before July 1, 2015 because the current system is no longer supported by Microsoft after that date. Proposed Scope and quote are attached – with State of Florida Contract #730-000-09-1 referenced.”

Thank you,

Paul Crawford
Systems Administrator

CENTRAL FLORIDA EXPRESSWAY AUTHORITY
4974 ORL Tower Road
Orlando, FL 32807
407-690-5112 office & fax
407-375-4326 cell

www.ExpresswayAuthority.com

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