



May 5, 2022

**RE: Request for Proposals (RFP) 2022-RM-18 – Cloud Based Contact Center**

On March 29, 2022 at 3:00pm, the College Purchasing Department received electronic proposal responses thru BidNet related to Request for Proposals (RFP) 2022-RM-18 – Cloud Based Contact Center.

Proposals were received from the following nine proposers related to the above aforementioned RFP, they are listed in alphabetical order:

- Aspen Technology
- Connex Services
- ConvergeOne/RingCentral
- DiRAD Technologies
- Global Technology
- Sprinklr
- Talkdesk
- TTEC Government Solutions
- Virtuoso Sourcing Group

On May 5, 2022, the College's Evaluation Committee met in a public to review and score the proposals. As a result of this public Evaluation Committee meeting, the Committee unanimously decided to shortlist the highest scored proposals listed below in order of ranking.

- ConvergeOne/RingCentral
- Talkdesk
- DiRAD Technologies

The three companies shortlisted will be scheduled to provide presentations to the committee before a final decision is made. The upcoming meeting will be posted on our website and Bidnet.

**Any Vendor, or any persons or entities acting on the behalf of any Vendor, may not contact the College President, any College Trustee, College Foundation or its Board members, any employee of the College or any employee of any College Trustee concerning any aspect of a Solicitation, from the release of the Solicitation through the end of the 72-hour period, as provided for in section 120.57(3), Fla. Stat., following the action on the recommended award by the College's District Board of Trustees.**

**Except as otherwise specifically provided for by the Solicitation, all communications to the College concerning any aspect of the Solicitation during the foregoing time period must be made in writing and only to the College's assigned Purchasing Department officer or the College's Office of Legal Affairs. It is the responsibility of the Vendor to advise any person or entity authorized to act on its behalf of this requirement. A violation of this provision shall be grounds for rejecting a response.**

**This provision shall be referred to as the “Cone of Silence”.**

Any questions related to the RFP procurement process shall be addressed to:

**Rossella Montejo**  
Buyer - Purchasing  
[rmontejo@mdc.edu](mailto:rmontejo@mdc.edu)