

JOHN COOPER, MAYOR

DEPARTMENT OF FINANCE



## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

11/3/2020 | 3:42 PM CST

Jill Cotton  
IROL Operations, INC dba InspectionReportsOnline.net  
PO Box 277  
Big Rock, IL 60511

Re: **RFQ# 63159, Third Party Electronic Reporting Services**

Dear Ms. Cotton:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ# 63159, Third Party Electronic Reporting Services. This letter hereby notifies you of Metro's intent to award to **IROL Operations, INC dba InspectionReportsOnline.net**, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Buyer **Scott Ferguson** by email at **scott.ferguson@nashville.gov** Monday through Friday between 8:30am and 3:30pm.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

*Michelle A. Hernandez Lane*

Michelle A. Hernandez Lane  
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

**A. Right to Protest.** Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

Procurement Division

730 Second Avenue South, Suite 112  
P.O. Box 196300  
Nashville, Tennessee 37219-6300

[www.Nashville.gov](http://www.Nashville.gov)  
Phone: 615-862-6180  
Fax: 615-862-6179

RFQ# 63159 - Third Party Electronic Reporting Services		
Evaluation Criteria (Max Points)	BRYCER, LLC	IROL Operations, Inc
Contract Acceptance	Exceptions Taken	Yes
Solicitation Acceptance	Yes	Yes
ISA Questionnaire Completed and Terms Accepted	Yes	Yes
Project Experience (20 Points)	10.00	20.00
Product Information (20 Points)	15.00	18.00
Methodology and Approach (40 Points)	28.00	35.00
Cost Criteria (20 Points)	17.68	20.00
Total (100 Points)	70.68	93.00
Strengths & Weaknesses		

### **BRYCER, LLC**

**Strengths:** Firm provided their Risk Management Plan strategy in detail. Firm provided details on training on how the system produces customized, ad-hoc, aggregate reports is required and described their approach, and provide a copy of the training documentation.

**Weaknesses:** Firm did not provide adequate details in their list of four (4) locations or projects such as government entities, municipalities, or agencies of similar size where their firm has been involved in implementation, installation, and maintenance of their ITM Reporting Services. Firm did not provide enough details on the "key individuals" for the proposed team (prime and subcontractors) that will be involved in providing the scope of service over the life of the contract. Firm provided resumes of "key" individuals that will be involved in the scope of services. Firm did not demonstrate past experience where the proposed team (prime and subcontractors) showed commitment to providing adequate communication regarding technology upgrades. Firm did not adequately describe in detail their approach to implementing the proposed solution. Firm did not provide an adequate comprehensive description of their implementation and installation strategy, including the description of the use of subcontractors if applicable, to provide the scope of services of this solicitation.

## **IROL Operations, Inc**

**Strengths:** Firm provided a complete detailed list of four (4) locations or projects such as government entities, municipalities, or agencies of similar size where their firm has been involved in implementation, installation, and maintenance of their ITM Reporting Services. Firm provided a detailed overview of the proposed team (prime and subcontractors), including years in business and nature of experience in providing software or applications. Firm demonstrated past experience where the proposed team (prime and subcontractors) showed commitment to providing adequate communication regarding technology upgrades. Firm included a comprehensive description of their implementation and installation strategy, including the description of the use of subcontractors, if applicable, to provide the scope of services of this solicitation. Firm provided a detailed project timeline indicating from what points in the project, and for how long, and appropriate resource to be dedicated to the project as well as from all contractors; including all tasks assigned to each resource and associated hours and start/end dates with all other task dependencies indicated. The firm provided Gantt charts (or similar graphic depiction) to illustrate phases, activities, tasks, comments, milestones, decision points, training plans and deliverables, the sequence of events from the point of contract award through final acceptance for the implementation. Firm adequately described the process for customer service inquiries and list the ways that individuals may contact the Contractor's customer service center.

**Weaknesses:** Firm did not provide details of how customers are notified, the maximum allowed time to notify after/during an event, and the level of detail customers are given to accurately and completely assess their level of exposure to the risk/breach/data loss. Firm did not adequately describe their approach to managing this project including the identification of clearly defined project management process, tasks and deliverables.

Solicitation Title & Number			RFP Cost Points	Total Cost Points
Third Party Electronic Reporting Services; RFQ# 63159			20	20
Offeror's Name	Total Bid Amount	SBE/SDV Participation Amount	RFP Cost Points	Total Cost Points
BRYCER, LLC	\$3,352,500	\$0	17.68	17.68
IROL Operations, Inc	\$2,964,194	\$0	20.00	20.00