# CITY OF EL PASO, TEXAS
# AGENDA ITEM DEPARTMENT HEAD'S SUMMARY FORM

**DEPARTMENT:** FIRE

**AGENDA DATE:** FEBRUARY 26, 2013

**CONTACT PERSON/PHONE:** MICHAEL CALDERAZZO, ASSISTANT FIRE CHIEF, 485-5609
BRUCE D. COLLINS, PURCHASING MANAGER, 541-4313

**DISTRICT (S) AFFECTED:** ALL

**SUBJECT:**

Fire Department recommends a two (2) year extension with Faneuil, Inc., Contract No. 2011-054R (Customer Service Call Center – Staffing & Management Service Operations) for customer service call center operations.

**BACKGROUND / DISCUSSION:**

The Fire Department has reviewed contract 2011-054R with Faneuil, Inc. and recommends the extension for an additional two years prior to the expiration of the original term of Contract at the same base hourly and after hour costs for call center staff and an estimated volume of 600,000 calls. Value of this extension is an estimated annual amount of $1,380,000.00 for a total two year extension award of $2,760,000.00. The call center services are for the 911 communications center.

**SELECTION SUMMARY:**

Exercising this option would meet the following threshold considerations (i) funds available; (ii) requirement fills an existing city need; (iii) informal analysis of price indicates the option price is better than available market prices or the most advantageous current offer, and; (iv) Vendor's performance meets or exceeds a "7-8" performance rating. Based upon our evaluation of above factors, Purchasing Division recommends exercising the available option.

**PRIOR COUNCIL ACTION:**

The City of El Paso awarded the Best Value contract for the Fire Department to Faneuil, Inc. for 24 months starting on March 1, 2011 with the option of a two year extension.

**AMOUNT AND SOURCE OF FUNDING:**

322-22080-520010-1000 – General Fund – Temporary Services Contracts

**BOARD / COMMISSION ACTION:**
Enter appropriate comments or N/A

N/A

**********REQUIRED AUTHORIZATION**********

**DEPARTMENT HEAD:** _____
Name Signature Date

**COUNCIL PROJECT FORM**
**(CONTRACT EXTENSION)**

**********POSTING LANGUAGE BELOW**********

Please place the following item on the **REGULAR** agenda for the Council Meeting of **FEBRUARY 26, 2013.**

Discussion and action on the request that the Purchasing Manager for Financial Services, Purchasing Division be authorized to exercise the City's option to extend current Contract 2011-054R (Customer Service Call Center – Staffing & Management Service Operations) with Faneuil, Inc. for two (2) additional years pursuant to the provisions of an award approved by the City Council on March 1, 2011. The extended contract period will be from February 28, 2013 to March 1, 2015.

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|---|---|
| Department: | Fire |
| Award to: | Faneuil, Inc.<br>Hampton, VA |
| Option: | One [of One] |
| Annual Estimated Amount: | $1,380,000.00 |
| Total Estimated Amount: | $2,760,000.00 (2 year) |
| Account No.: | 322 – 22080 – 520010 - 1000 |
| Funding Source: | General Fund – Temporary Services Contracts |
| District(s): | All |

This is a Request for Proposal, services contract.

**********ADDITIONAL INFO BELOW**********

DATE: 2/14/2013

**MOTION**
**MARCH 1, 2011**

Motion made by Mayor Pro Tempore Acosta, seconded by Representative Byrd, and carried to **AWARD AS REVISED** Solicitation No. 2011-054R (Customer Service Call Center – Staffing & Management Service Operations) to Faneuil, Inc. for an initial term estimated award of $5,096,855.12, with the elimination of the twenty Full Time Equivalents (FTE's) which are currently vacant.

AYES: Representatives Lilly, Byrd, Acosta, Robinson, Quintana, Ortega, and O'Rourke
NAYS: Representative Holguin

| | |
|---|---|
| Department: | Fire |
| Award to: | Faneuil, Inc.<br>Hampton, VA |
| Items: | All |
| Initial Term: | 2 years |
| Option: | 2 years if exercised within 2 years of date of award |
| Annual Estimated Amount: | $2,548,427.56 |
| Initial Term Estimated Award: | $5,096,855.12 (2 years) |
| Total Estimated Award: | $10,193,710.24 (4 years) |
| Funding Source: | General Fund – Temporary Services Contracts |

This is a Request for Proposal, services contract.

The cost under this service contract is only an estimated minimum value. The actual cost of this contract may be higher or lower than the total estimated minimum value and will be the sum total at the end of the contract term, so long as increased funds are appropriated in the budget.

Additionally, it is requested that the City Attorney's Office review and that the City Manager be authorized to execute any related contract documents and agreements necessary to effectuate this award.

The Financial Services - Purchasing Division and Fire Department recommend that Adecco North America and Kelly Services, Inc. be disqualified as non-responsive, and the contract be awarded as indicated to Faneuil, Inc., the highest ranked proposer based on evaluation factors established for this procurement.

Richarda Duffy Momsen, City Clerk

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# Seven (7) Factor Option Memo

To: Financial Services – Purchasing Division

From: Michael Calderazzo, Assistant Fire Chief

Subject: Seven (7) Factor Option

Date: February 11, 2013

Re: Solicitation No. 2011-054R Customer Service Call Center – Staffing & Management Service Operations

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Fire Department recommends authorizing the Option to Extend Solicitation 2011-054R Customer Service Call Center – Staffing & Management Service Operations for one (1) additional year for 311 and general city call answering services. Exercising this option would meet the following threshold considerations:

1. **Are funds available for this Option to Extend?**

   Funds are available – General Fund: Temporary Services Contracts - 520010-322-1000-22080

2. **Does the Requirement covered by this option fill an existing need of the City?**

   Exercising this option will allow the city to continue providing 311 and miscellaneous city call services not provided by any other party or contract.

3. **Is the option price better than the current available market price?**

   The local and national market pricing for the customer service representative levels in the contract are all higher than Faneuil's stated offering.

4. **Is the time between the date the contract was awarded and the date the option to extend is exercised so short that the market indicates the option is the lowest price obtainable through competition or the most advantageous offer?**
   Yes

5. **Does the attached Vendor Performance Form show the vendor's performance rating to be "GOOD (7-8)" or better?**
   Yes

6. **Is the vendor currently under debarred status as per System for Award Management (SAM) www.sam.gov?**
   No

7. **Is the proposed vendor indebted to the City for any amount as documented in the City's Indebtedness Verification Form?**
   No


Mayor
John F. Cook

City Council

District 1
Ann Morgan Lilly

District 2
Susie Byrd

District 3
Emma Acosta

District 4
Carl L. Robinson

District 5
Dr. Michiel R. Noe

District 6
Eddie Holguin Jr.

District 7
Steve Ortega

District 8
Cortney Carlisle Niland

City Manager
Joyce A. Wilson