

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

DEPARTMENT: Information Technology
AGENDA DATE: September 10, 2013
CONTACT PERSON/PHONE: Enrique Martinez, Jr. – Interim Director, Information Technology
(915) 541-4746
Bruce D. Collins – Purchasing and Strategic Sourcing Director (915) 541-4308

DISTRICT(S) AFFECTED: All

SUBJECT:

Award Solicitation 2013-170R Ticketing Help Desk Information Technology Services to Creative Enterprise Solutions ,LLC dba Beyond20 for a term amount of \$208,600. The City utilized a Request for Proposal (RFP) procurement process in which the vendor identified provided the highest scores for Help Desk system and implementation Services based on specific evaluation categories as noted in the RFP.

BACKGROUND / DISCUSSION:

This Solicitation, Number 2013-170R was advertised on March 19, 2013 with proposals due May 1, 2013. The detailed RFP provided a listing of Help Desk System requirements. A total of (5) five vendors submitted bid packages; one of the vendors was local. The IT Department is in need of an experienced provider of a Service Desk/Service Management ITIL compliant hosted solution that includes an easy to use technician interface and self-service portal, problem and incident management, workflow management, integrated knowledge system, report, dashboard & alert capabilities, service level management, change management, system implementation, training, and ongoing solution support services. Creative Enterprise Solutions, LLC dba Beyond 20 was the highest ranked firm based on cost, product and implementation experience and qualifications, quality and presentation.

SELECTION SUMMARY:

This solicitation was advertised on March 19, 2013 and March 26, 2013. On March 19, 2013, postcards were mailed out where eleven (11) vendors were solicited and five (5) proposals were received with one (1) being local the solicitation was posted on the City's website on and the email (Purmail) notification was sent out March 19, 2013. The deadline for submission of proposals was May 1, 2013.

PRIOR COUNCIL ACTION:

No prior City Council action has been taken.

AMOUNT AND SOURCE OF FUNDING:

Department: Information Technology Services
Amount: \$208,600.00
Funds Source: IT Capital Funds 190-28310-580100-4970 PCP10IT02A0

BOARD / COMMISSION ACTION:

N/A

*****AUTHORIZATION*****

DEPARTMENT HEAD:

Enrique Martinez Jr., Interim Director -Information Technology Department

**COUNCIL PROJECT FORM
(RFP OR RFQ)**

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

Please place the following item on the CONSENT agenda under RFP's for the Council Meeting of SEPTEMBER 10, 2013.

The award of Solicitation No. 2013-170R Ticketing Help Desk to Creative Enterprise Solutions, LLC dba Beyond 20 for a total estimated award of \$208,600.00.

Department:	Information Technology Department
Award to:	Creative Enterprise Solutions, LLC dba Beyond 20 Scottsdale, AZ
Item(s):	All
Initial Term:	5 years
Option:	2 years
Annual Estimated Amount:	\$ 102,760.00
Estimated Award Year 2-5:	\$105,840.00 (years 2 through 5)
Total Estimated Award:	\$208,600.00
Account No.:	190-28310-5580100-4970
Funding Source:	IT Capital Funds
District(s):	All

This is an RFP contract.

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 Purchasing and Strategic Sourcing Department and Information Technology Department recommend award as indicated to Creative Enterprise Solutions LLC, dba Beyond 20, most qualified based on evaluation factors established for this procurement.

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

Recommend Avante Solutions, Inc. deemed as non-responsible due to failure to demonstrate financial capability as required under this RFP.

COMMITTEE SCORE SHEET

SOLICITATION NO:
SOLICITATION TITLE:

2013-170R
Help Desk Ticketing

		Avante Solutions, Inc. Chicago, Ill	Beyond20 Scottsdale, AZ
A: Cost		\$190,800.00	\$208,600.00
# points	20	20.00	18.30
B: Quality of Response			
# points	5	4.10	4.13
C: Funtional demonstration of proposed solution			
# points	50		
A: General requirements as described (ITIL compliant-Incident. Problem. Service Level.	6.25	6.11	6.11
B: Technician/Agent Interface	6.25	6.13	6.13
C. Self-service portal	6.25	6.19	6.19
D. Integrated Knowledge System	6.25	6.18	6.06
E. Security and Integrations	6.25	6.13	5.50
F. Reporting, Dashboard & Alert Capabilities	6.25	6.19	6.19
G. Assest Management	6.25	5.25	5.31
H. Platform	6.25	6.15	6.11
D. Experience and Capacity in Vendor Hosted Service Support Sysytem			
# points	15	13.25	15.00
E. Past Relationship			
# points	5	0.00	0.00
F: Maintenance & Support Provisions			
# points	5	4.50	4.50
GRAND TOTAL = 100		90.16	89.52



CITY OF EL PASO REQUEST FOR PROPOSAL TABULATION FORM



Bid Opening Date: MAY 1, 2013
Project Name: TICKETING HELP DESK

Solicitation #: 2013-170R
Department: INFORMATION TECHNOLOGY

AVANTE SOLUTIONS, INC.	CHICAGO, IL
CAT TECHNOLOGIES, INC.	HACKENSACK, NJ
CHECKPOINT SERVICES, INC.	EL PASO, TX
CREATIVE ENTERPRISE SOLUTIONS LLC (dba BEYOND 20	SCOTTSDALE, AZ
FRONTRANGE SOLUTIONS USA INC.	COLORADO SPRINGS, CO
RFPs SOLICITED: 11	RFPs RECEIVED: 5
RFPs LOCAL: 1	NO RFPs: 0

NOTE: The information contained in this rfp tabulation is for information only and does not constitute actual award/execution of contract.

APPROVED: _____ /S/ _____

DATE: 5/23/13 _____

Vivantio
No POC
303 Twin Dolphin Drive, Suite 600
Redwood City, CA 94065
Phone Number: 800-676-3185
enquiries@vivantio.com

BMC Software, Inc.
Mike Thrift
2101 CityWest Boulevard
Houston, TX 77042
Mobile Phone Number: 405-306-3377
mike_thrift@bmc.com

Citrix Online, LLC
No POC
7414 Hollister Avenue
Goleta, CA 93117
Telephone: 855-263-2838
http://www.gotoassist.com/remote_support/contact_sales

Open Technology Real Services
No POC
19925 Stevens Creek Blvd.
Cupertino, CA 95014-2358
Telephone: 415-366-0178
enjoy@otrs.com

Phaseware
1700 N. Redbud Blvd, Suite 120
McKinney, Texas 75069
www.phaseware.com
sales@phaseware.com
866-616-6629

ManageEngine On_Demand
Zoho Corporation
Eric Wegner
10 Cornfield Lane
Asbury NJ 08802
Phone Number: 732-801-9083
Eric.wegner@zohocorp.com
RETURN TO SENDER

ELSINORE Technologies Inc
4700 Six Forks Road Suite 320
Raleigh, North Carolina 27609
www.elsitech.com
sales@elsitech.com
866-866-0034, opt1

TechExcel ServiceWise
3675 Mt. Diablo Blvd., Suite 200,
Lafayette, CA 94549
sales@techexcel.com
800-439-7782, ext. 1

HelpSTAR
1328 North Ferdon Blvd. #315
Crestview, FL USA 32536
www.helpstar.com
sales@helpstar.com
800-563-4357

Salesforce.com
One Market, Suite 300,
San Francisco, CA, 94105
www.salesforce.com
info@salesforce.com
800-NO-SOFTWARE

TROPPUS Software
1100 S. McCaslin
Suite 110
Superior, CO 80027
www.troppussoftware.com
info@troppussoftware.com
303-539-6523