

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

DEPARTMENT: Fire - Communications
AGENDA DATE: October 12, 2010
CONTACT PERSON/PHONE: Chief Diana Kirk – Chief of Staff - 240-3111
Leila Melendez - Executive Assistant to City Manager– 541-4859
Bruce D. Collins – Purchasing Manager – 541-4313
DISTRICT(S) AFFECTED: All

SUBJECT:

Reject all bids for Solicitation 2010-260 (311 Customer Service Center – Staffing & Management)

BACKGROUND / DISCUSSION:

Fire – Communications and Financial Services – Purchasing Division request all bids be rejected because of significant changes in the specifications. Some of these changes are:

- More weight on evaluation factors for management and supervisory staff qualifications and experience
- More weight on evaluation factors for vendor experience in similarly sized call center operations
- Increased staffing flexibility with a combination of full and part time personnel with different shift coverage
- Expansion of duties to include both 311 calls and 911 non-emergency calls
- Increase in required personnel
- The schedule for start-up of this operation will also adjusted
- Successful vendor will conduct on-going training of Customer Service Representatives after initial training done by City staff

This will be reissued as a Request For Proposals.

PRIOR COUNCIL ACTION:

On the same agenda is a companion item to extend the Contract with Outsource Connections to provide staffing services to answer non-emergency calls dialed to the 911 call center

AMOUNT AND SOURCE OF FUNDING:

NA

BOARD / COMMISSION ACTION:

N/A

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

DEPARTMENT HEAD:

(If Department Head Summary Form is initiated by Purchasing, client department should sign also)

Information copy to appropriate Deputy City Manager