

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

CITY CLERK DEPT.

2015 AUG 19 PM 3:07

DEPARTMENT: FIRE

AGENDA DATE: 8/25/2015

CONTACT PERSON/PHONE: SAMUEL PEÑA, FIRE CHIEF, 485-5606
BRUCE D. COLLINS, PURCHASING DIRECTOR, 212-1181

DISTRICT(S) AFFECTED: All

STRATEGIC GOAL 5: Promote Transparent and Consistent Communication Amongst All Members of the Community;
STRATEGIC GOAL 6: Set the Standard for Sound Governance and Fiscal Management

SUBJECT:

The El Paso Fire Department recommends the award of RFP Solicitation #2015-687R Customer Service Call Center - Staffing and Management Service Operations to DATAMARK, Inc. for an initial three (3) year term in the estimated amount of \$4,499,999.97. The award is to include option to extend for up to three (3) additional terms of one (1) year each of \$1,499,999.99 for a total six (6) year award of \$8,999,999.94.

BACKGROUND / DISCUSSION:

The El Paso Fire Department has reviewed Solicitation # 2015-687R and recommends the contract to be awarded to DATAMARK, Inc. for the Customer Service Call Center - Staffing and Management Service Operations for an estimated annual amount of \$1,499,999.99; as the bidder offering the best value to the City of El Paso. This estimated amount accounts for cost avoidance of \$191,434.00 per year, (\$574,302.00 over three years) based on vendor reductions in their best and final offer.

This contract is intended to provide the continued management of the City's Customer Service Call Center, which is designed to help manage the daily call volumes for multiple departments and to answer the 311 phone line. Based on the call type received, the Customer Service Call Center staff will also create service requests for the various departments. The City has identified the benefits from continued use of a Customer Service Call Center to provide improved customer service and to manage departmental operations in a more efficient manner.

SELECTION SUMMARY:

Solicitation was posted on the City website on 3/17/2015 through the due date 4/15/2015. The email notification to the bidders was sent out on 3/19/2015. A total of 47 bidders were solicited to include 29 local vendors. A total of 7 bids were received, which 4 were local vendors.

PRIOR COUNCIL ACTION:

City Council awarded Solicitation Contract #2011-054R Customer Service Call Center - Staffing & Management Service Operations to Faneuil, Inc. on March 01, 2011 for a two (2) year total estimated amount of \$5,096,855.12. The City of El Paso exercised the option to extend Contract #2011-054R, two (2) years, on February 26, 2013 for an estimated amount of \$2,760,000.00.

AMOUNT AND SOURCE OF FUNDING:

Amount: \$8,999,999.94

Fire Department funding: Operating Unit: 322; Division: 22080; Fund: 1000; Program: P2218; Account: 520010

Environmental Services Department funding, as follows:

334-34100-3100-P3410-522150; 334-34030-3100-P3432-522150; 334-34030 -3100-P3434-522150;

334-34030-3100-P3438-522150; 334-34030-3100-P3440-522150; 334-34080-3100-P3480-522150;

334-34080-3100-P3486-522150; 334-34080-3100-P3484-522150; 334-34050-3120-P3450-522150

BOARD / COMMISSION ACTION:

N/A.

*****AUTHORIZATION*****



DEPARTMENT HEAD.

**COUNCIL PROJECT FORM
(RFP)**

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

Please place the following item on the **REGULAR** agenda for the Council Meeting of **August 25, 2015**.

Strategic Goal 5: Promote Transparent and Consistent Communication Amongst All Members of the Community

Discussion and action on the award of Solicitation No. 2015-687R Customer Service Call Center – Staffing & Management Service Operations to DATAMARK, Inc. for an initial three (3) year term in the estimated amount of \$4,499,999.97. The award is to include up to three (3) additional terms of one (1) year each for a total six (6) year award of \$8,999,999.94.

| | |
|-------------------------------|---|
| Department: | FIRE |
| Award to: | DATAMARK, Inc. |
| Initial Term: | 3 years |
| Option: | Three (3) additional terms of one (1) year each |
| Annual Estimated Amount: | \$1,499,999.99 |
| Initial Term Estimated Award: | \$4,499,999.97 (3 Years) |
| Total Estimated Award: | \$8,999,999.94 (6 Years) |
| Account No.: | Fire Department: 322-22080-1000- P2218- 520010 Environmental Services Department: 334-34100-3100-P3410-522150; 334-34030-3100-P3432-522150; 334-34030 -3100-P3434-522150; 334-34030-3100-P3438-522150; 334-34030-3100-P3440-522150; 334-34080-3100-P3480-522150; 334-34080-3100-P3486-522150; 334-34080-3100-P3484-522150; 334-34050-3120-P3450-522150 |
| Funding Source: | Temporary Services Contracts (FD) and Outside Contracts – NOC (ESD) |
| District(s): | All |

This is a Request for Proposal, Service Contract.

Purchasing and Strategic Sourcing Department and Fire Department recommend award as indicated to DATAMARK, Inc., the highest ranked proposer based on evaluation factors established for this procurement. In accordance with this award the City Manager or designee is authorized to exercise future options if needed.

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

COMMITTEE SCORE SHEET

7/22/2015

SOLICITATION NO:

2015-687R

SOLICITATION TITLE:

Customer Service Call Center - Staffing & Management Service Operations

| | RE-SCORED (Revised BAFO 7/22/15) | |
|--|-------------------------------------|-----------------------------|
| | DATAMARK, INC El Paso, TX | FANEUIL, INC Hampton, VA |
| A: Knowledge and Experience in Call Center Operations | | |
| # points 25 | 17.30 | 18.96 |
| B: On-Site Personnel Experience and Qualifications | | |
| # points 15 | 13.80 | 12.00 |
| C: Project Implementation | | |
| # points 20 | 18.60 | 16.60 |
| D. Fee Proposal (Section A) Total 3 years | \$ 4,499,999.97 | \$ 4,495,063.80 |
| # points 30 | 24.40 | 24.43 |
| E: Employee Medical Benefits & Incentives | | |
| # points 10 | 8.00 | 6.00 |
| GRAND TOTAL = 100 | 82.10 | 77.99 |



CITY OF EL PASO REQUEST FOR PROPOSAL TABULATION FORM



Bid Opening Date: APRIL 15, 2015

Project Name: CUSTOMER SERVICE CALL CENTER - STAFFING & MANAGEMENT
SERVICE OPERATIONS

Solicitation #: 2015-687R

Department: FIRE

| | |
|--|-------------|
| DATAMARK, INC. | EL PASO, TX |
| DATAEXPORT, NET, LLC | EL PASO, TX |
| FANEUIL, INC. | HAMPTON, VA |
| itsQUEST, INC. | LUBBOCK, TX |
| MANPOWER GROUP, INC. | EL PASO, TX |
| OAK HILL TECHNOLOGY, INC. | AUSTIN, TX |
| THE OUTSOURCE CONNECTION, INC. | EL PASO, TX |
| | |
| | |
| | |
| RFPs SOLICITED: 47 LOCAL RFPs SOLICITED: 34 RFPs RECEIVED: 7 LOCAL RFPs RECEIVED: 4 NO BIDS: 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: 04/16/2015

ADP
1851 NORTHWESTERN DRIVE
EL PASO, TX 79912

AFFILIATED COMPUTER SERVICES INC.
1390 DON HASKINS
EL PASO, TX 79936

AFFINA
12120 ROJAS
EL PASO, TX 79936

AIM RESEARCH
10456 BRIAN MOONEY STREET
EL PASO, TX 79935

ALORICA
1440 GOODYEAR
EL PASO, TX 79936

AT & T
500 TEXAS AVENUE ROOM 312
EL PASO, TX 79901

AT & T
7730 MARKET CENTER AVENUE
EL PASO, TX 79912

AT & T
12 FOUNDERS BLVD
EL PASO, TX 79906

BANK OF AMERICA FORMERLY NATIONAL
PROCESSING CO. 29A BUTTERFIELD TRAIL
EL PASO, TX 79906

BILINGUAL RESEARCH SERVICES
7500 N. MESA SUITE 315
EL PASO, TX 79912

FIRST TRANSIT
TRANSPORTATION MANAGEMENT SERVICES
ATTN: TOM IRVIN, REGIONAL VP
600 VINE STREET SUITE 1400
CINCINNATI, OH 45202

DIAL AMERICA
8660 MONTANA # H
EL PASO, TX 79925

ECHOSTAR
1585 JOE BATTLE
EL PASO, TX 79936

EMPIRE TODAY
8300 GATEWAY BLVD E
EL PASO, TX 79907

GC SERVICES (RELIANT & JTM)
1570 LIONEL DRIVE
EL PASO, TX 79936

GC SERVICES (SPRINT, SRP)
11216 ARMOUR DRIVE SUITE 200
EL PASO, TX 79935

GC SERVICES
16 CONCORD STREET
EL PASO, TX 79906

GC SERVICES (FED EX)
1320 LEE TREVINO
EL PASO, TX 79936

GC SERVICES (FLORIDA POWER & LIGHT)
1320 LEE TREVINO
EL PASO, TX 79936

REDCATS
500 MESA HILLS
EL PASO, TX 79912

GC (EMPLOYMENT CENTER)
1320 LEE TREVINO
EL PASO, TX 79936

HP ENTERPRISE SERVICES (EDS)
7777 MARKET CENTER
EL PASO, TX 79912

TELERX
1390 PULLMAN
EL PASO, TX 79936

SBC/AT&T
1575 N. RESTER
EL PASO, TX 79912

STATE FARM
1945 NORTHWESTERN DRIVE
EL PASO, TX 79912

TEXAS WORKFORCE COMM.
616 N. SANTA FE STREET
EL PASO, TX 79901

TELERX
723 DRESHER ROAD
HORSHAM, PA 19044

TEXAS GAS SERVICES
4600 POLLARD STREET
EL PASO, TX 79930

WEST CUSTOMER MAN. GP
1015 BELVIDERE
EL PASO, TX 79912

UNITED BLOOD SERVICES
20 CONCORD STREET
EL PASO, TX 79906

UPSTREAM LLC
SUBSIDIARY OF INTELENET GLOBAL
SERVICES PVT. LTD
ATTN: K. VIJAY BHASKER REDDY
1001 28TH STREET S
FARGO, ND 58103

SALVADOR RODRIGUEZ JR MAOM, MBA
MANAGEMENT SOLUTIONS
3030 MONTANA
EL PASO, TX 79903

FANEUIL, INC.
ATTN: ANNA VAN BUREN
2 EATON STREET SUITE 1002
HAMPTON, VA 23669

WINBOURNE & COSTAS
ATTN: ERIN CURRAN
1611 N. KENT STREET SUITE 802
ARLINGTON, VA 22209

ARROWHEAD PROMOTION AND
FULFILLMENT CO., INC.
ATTN: DEB YOUNG
1105 SE 8TH STREET
GRAND RAPIDS, MN 55744

GC SERVICES
8465 GRAND VISTA DRIVE
EL PASO, TX 79907

INTEGRATED HUMAN CAPITAL
ATTN: ELEANOR EULER
DIRECTOR, BUSINESS DEVELOPMENT
5555 N. LAMAR, SUITE C-116
AUSTIN, TX. 78751

SAWTST, LLC
ATTN: AYESHA SABIR
1125 SENOIA ROAD SUITE B
EAST VILLAGE PARK
TYRONE, GA 30290

INTELLIGENT HUMAN RESOURCES
5805 LEE HIGHWAY, SUITE 306
CHATTANOOGA, TN 37421

LEVERAGED TECHNOLOGY INC.
(DBA HIS SUPPORT SOLUTIONS
ATTN: JAYNE FITZGERALD
140 LITTLETON ROAD SUITE 210
PARSIPPANY, NJ 07054

XTDIRECT LLC
PO BOX 45215
OMAHA, NE 68145

ADI CONTACT SOLUTIONS, LLC
3720 HOLIDAY LANE
ATLANTA, GA 30349-1066

WINBOURNE & COSTAS, INC
ATTN: JAMES P. SULLIVAN
1411 K. STREET SUITE 200, NW
WASHINGTON, DC 20005

SALVADOR RODRIGUEZ JR MAOM, MBA
MANAGEMENT SOLUTIONS
700 ZARAGOZA
EL PASO, TX 79907

THE JOB CONNECTION, INC.
ATTN: MONICA MORENO
8855 VISCOUNT SUITE E
EL PASO, TX 79925

CASEEM INC.
6420 GATEWAY EAST DRIVE
EL PASO, TX. 79905

DATAMARK INCORPORATED
ATTN: TRISHA RAMSEY
123 W. MILLS AVE. STE. 400
EL PASO, TX 79901 USA



City of El Paso Customer Service Call Center

Goal 5: Strategy 5.2 and 5.3

Goal 6: Strategy 6.5



Purpose

- Centralize incoming calls for information and City services
- Allow for improved customer service to citizens
- Allow for call and case tracking



Stakeholders

- Citizens
- Multiple City Entities
 - City Hall
 - PD
 - Environmental Services
 - Code Compliance
 - Streets/Transportation
 - Health
 - Animal Control
 - Fire
- 911 District (facilities, phone systems and data)



Current Vendor

- Faneuil
- Original contract from March 1, 2011 to February 28, 2013
- 2 year extension period, ending in March 2015
- Currently under Month to Month option pending contract award in August



Current Operation

- 34 Full-time/ 5 Part-time employees
 - Current Wages:
 - Customer Serv. Rep \$15.27/hr
 - Lead Customer Serv. Rep \$17.06/hr
 - Supervisor/Trainer \$19.60/hr
- Supported by the General Fund and Environmental Service Fee (FY16 estimated \$1.49 million)
 - Fire 68 %
 - ESD 32%
 - FY12 Actual: \$1,123,474
 - FY13 Actual: \$1,173,168
 - FY14 Actual: \$1,258,233
 - FY15 - July: \$1,191,683

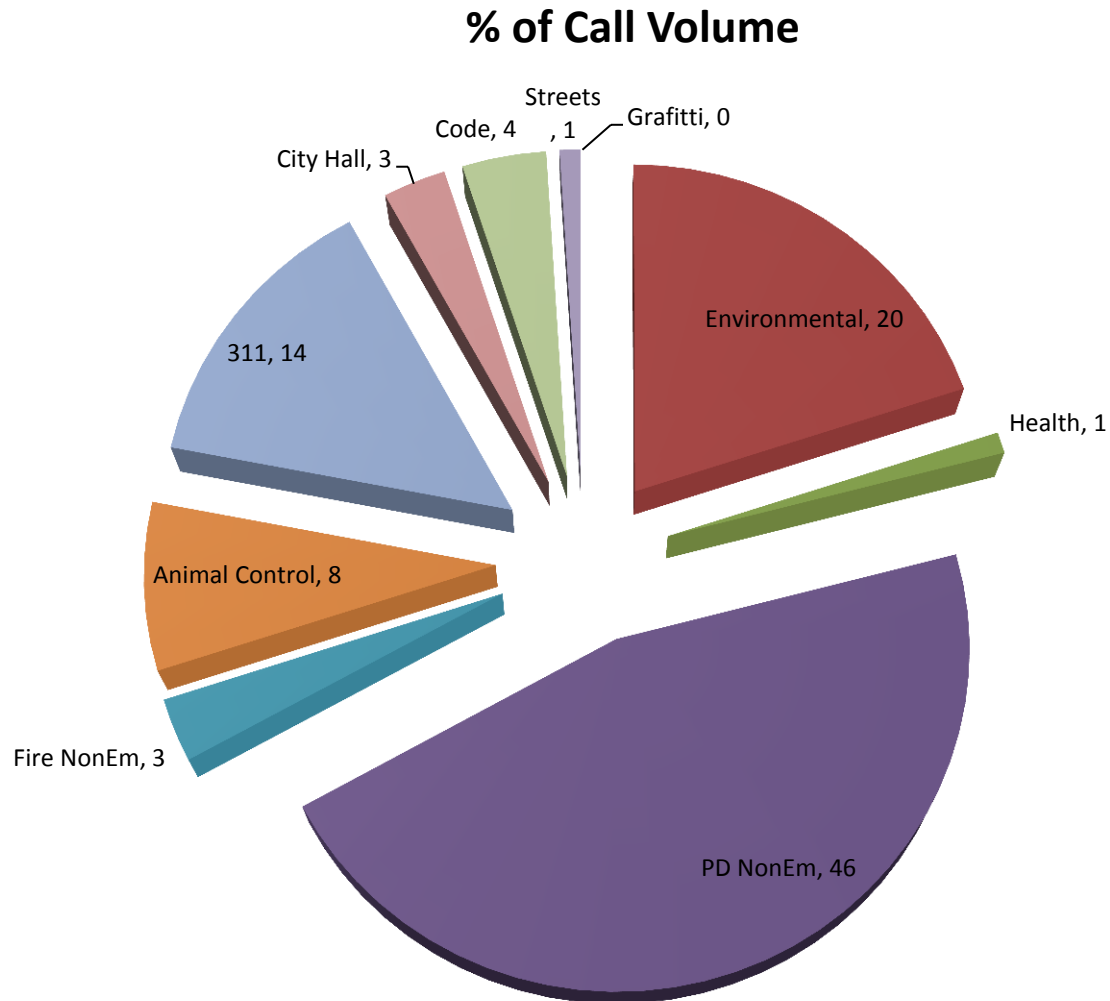


Call Processing

- Accela and City Works as documentation/service request tools
- Calls are tracked and analyzed by Department/District
- PD/Fire Non-emergency calls



User Entity by % of call volume





Solicitation Results

- Finalized RFP process
- DataMark Highest Rated Vendor
 - Local Vendor with 25yr Industry Experience
 - Clients: Transportation, Financial Svc, Healthcare
 - FedEx Ground Young America
 - Excentus American Express
 - Credit One United Healthcare
 - ABF Freight R&L Carriers
- 3 year Contract with 3, one year extension option
 - Annual Cost Estimate \$1.49 million
 - 3 Year Term Estimate \$4.49 million



On-Boarding

30 Day Implementation Plan

- On-Site Assessment
- Train the Trainer
- Re-Badging Existing Employees
- Re-Assigning and Hiring to fill gaps
- New Agent Training
- Process Stabilization



Questions?