

CITY OF EL PASO, TEXAS 2015 AUG 20 AM 10:00
AGENDA ITEM

DEPARTMENT HEAD'S SUMMARY FORM

DEPARTMENT: FIRE

AGENDA DATE: 8/25/2015

CONTACT PERSON/PHONE: SAMUEL PEÑA, FIRE CHIEF, 485-5606
BRUCE D. COLLINS, PURCHASING DIRECTOR, 541-4313

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 is requesting the City Manager be authorized to sign an Amendment to Contract No. 2011-054R (Customer Service Call Center Staffing and Management Service Operations) with Faneuil, Inc. to extend the term for an additional 30 days, ending on September 30, 2015, for an amount not to exceed \$120,000.00.

BACKGROUND / DISCUSSION:

The City exercised the option to extend the term of the Contract for two (2) additional years on February 26, 2013. On December 1, 2014, the City of El Paso applied the bid contract clause (Effective March 1, 2015) to extend the contract on a month-to-month basis not to exceed six (6) months until such time that a new contract was awarded.

SELECTION SUMMARY:**PRIOR COUNCIL ACTION:**

City Council awarded the original contract on April 1, 2011 and approved a 2 year extension of the service contract on February 26, 2013.

AMOUNT AND SOURCE OF FUNDING:

Amount: Not to exceed \$120,000.00

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

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

DEPARTMENT HEAD:



**COUNCIL PROJECT FORM
(RESOLUTION)**

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

Please place the following item on the **CONSENT** agenda (under **RESOLUTIONS**) for the Council Meeting of **August 25, 2015**.

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

That the City Manager be authorized to sign an Amendment to Contract No. 2011-054R (Customer Service Call Center Staffing and Management Service Operations) with Faneuil, Inc. to extend the term for an additional 30 days, ending on September 30, 2015, for an amount not to exceed \$120,000.00.

Department: Fire
Districts(s): ALL

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

Seven (7) Factor Option Memo

To: Financial Services – Purchasing Division

From: Samuel Peña, Fire Chief

Subject: Seven (7) Factor Option

Date: August 19, 2015

Re: Solicitation No. 2011-054R Customer Service Call Center-Staffing and Management Services


Authorized Signature



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

The Fire Department recommends authorizing the Option to Extend Solicitation No. 2011-054R, Customer Service Call Center-Staffing and Management for a period of 30 days for continued management of the City's Customer Service Call Center. Exercising this option would meet the following threshold considerations:

1. Are funds available for this Option to Extend?

Yes. The estimated \$120,000 funding for the proposed 30 day extension is available from combined Fire Department and Environmental Services funding.

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

Yes, this extension provides continued Customer Service Call Center management services while the awarding of a new contract is finalized.

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

This option allows for the 30 day extension to be at the FY2011 cost for the duration of the contract award process.

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. Due to the timeline pending the final award of the new contract, this extension is the best cost option. This maintains the cost at the FY2011 level pending the award.

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

Yes. The vendor was rated "Good" or better on the performance rating.

6. Is the vendor currently under debarred status as per System for Award Management (SAM) www.sam.gov?

The vendor is active and shows no active exclusion records per the SAM website.



7. Is the proposed vendor indebted to the City for any amount as documented in the City Indebtedness Verification Form?

No. The vendor does not have any documented indebtedness to the City.

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
Rachel Quintana

District 6
Eddie Holguin Jr.

District 7
Steve Ortega

District 8
Beto O'Rourke

City Manager
Joyce A. Wilson

RESOLUTION

WHEREAS, the City of El Paso ("City") entered into Contract No. 2011-054R (Customer Service Call Center Staffing and Management Service Operations) with Faneuil, Inc. on March 1, 2011; and

WHEREAS, the City exercised the option to extend the term of the Contract for two (2) additional years on February 26, 2013; and

WHEREAS, the Contract's clauses allows the term of the agreement to extend automatically on a month-to-month basis not to exceed six (6) months if the City has not obtained another services contractor by the expiration date of the term of the contract; and

WHEREAS, the City plans to obtain services from a new contractor after the expiration of the last month of the six (6) month-to-month term; and

WHEREAS, the City desires for Faneuil to provide services for an additional thirty (30) day period beyond the six (6) month-to-month period to allow for a transition period; and

WHEREAS, Faneuil is able to and agrees to amend the term of the Contract to add an additional thirty (30) day period.

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL PASO:

That the City Manager be authorized to sign an Amendment to Contract No. 2011-054R (Customer Service Call Center Staffing and Management Service Operations) with Faneuil, Inc. to extend the term for an additional 30 days, ending on September 30, 2015, for an amount not to exceed \$120,000.00.

(Signatures on the following page)

ADOPTED THIS _____ DAY OF _____ 2015.

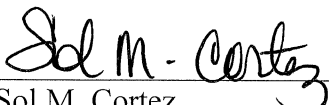
CITY OF EL PASO:

Oscar Leeser, Mayor

ATTEST:

Richarda Duffy Momsen,
City Clerk

APPROVED AS TO FORM:



Sol M. Cortez
Assistant City Attorney

APPROVED AS TO CONTENT:

Bruce D. Collins, Director
Purchasing & Strategic Sourcing