

AGENDA ITEM # 3

KEY FOCUS AREA: E-Gov

AGENDA DATE: May 25, 2016

COUNCIL DISTRICT(S): All

DEPARTMENT: Business Development & Procurement Services
Communication and Information Services
Convention and Event Services
Equipment & Building Services
Fire
Park & Recreation
Street Services

CMO: Jeanne Chipperfield, 670-7804
Mark McDaniel, 670-3256
Ryan S. Evans, 671-9837
Jill A. Jordan, P.E., 670-5299
Eric Campbell, 670-3255
Willis Winters, 670-4071

MAPSCO: N/A

SUBJECT

Authorize a three-year service contract for emergency generator repair and maintenance - Clifford Power Systems, Inc. in the amount of \$431,280 and Allegiance Power Systems, Inc. in the amount of \$214,275, lowest responsible bidders of seven - Total not to exceed \$645,555 - Financing: Current Funds (\$630,255) and Convention and Event Services Current Funds (\$15,300) (subject to annual appropriations)

BACKGROUND

This action does not encumber funds; the purpose of a service contract is to establish firm pricing for service, for a specific term, which are ordered on an as needed basis.

This three year service contract will provide maintenance and repair of emergency electrical power generators. Each year, an annual preventative maintenance service schedule will be performed, followed by a quarterly preventative maintenance service schedule. Other repair services will be provided when there is a problem which would impede the generator from performing at optimum efficiency.

BACKGROUND (Continued)

This service contract will provide services for 93 generators throughout the City. Departments utilizing this service contract include but are not limited to Fire-Rescue, Equipment and Building Services, Park and Recreation, Communication and Information Services, Street Services and Convention and Event Services. The successful vendor is to insure that the station generators are serviced, maintained, and running properly throughout the year.

This solicitation was structured in a manner which required bidders to submit a response using unit pricing. This bid resulted in a 1.06% increase over comparable unit prices for services. Additionally, this solicitation also required bidders to submit discounts/mark ups on parts to be ordered from manufacturer's catalogs. Therefore this bid also resulted in an average percentage discount from manufacturer's catalog of 35% compared to an average discount of 10% for the bid awarded in 2011.

As part of the solicitation process and in an effort to increase competition, Business Development and Procurement Services (BDPS) used its procurement system to send out 530 email bid notifications to vendors registered under respective commodities. To further increase competition, BDPS uses historical solicitation information, the internet, and vendor contact information obtained from user departments to contact additional vendors by phone. Additionally, in an effort to secure more bids, notifications were sent by the BDPS' ResourceLINK Team (RLT) to 25 chambers of commerce, the DFW Minority Business Council and the Women's Business Council – Southwest, to ensure maximum vendor outreach.

The recommended vendor meets the wage floor rate of \$10.37 approved by City Council on November 10, 2015, by Resolution No. 15-2141.

PRIOR ACTION / REVIEW (COUNCIL, BOARDS, COMMISSIONS)

On August 10, 2011, City Council authorized a three-year service contract for preventative maintenance and repairs for backup generators by Resolution No. 11-1978.

Information about this item will be provided to the Budget, Finance and Audit Committee on May 16, 2016.

FISCAL INFORMATION

\$630,255.00 - Current Funds (subject to annual appropriations)

\$ 15,300.00 - Convention and Event Services Current Funds (subject to annual appropriations)

M/WBE INFORMATION

- 79 - Vendors contacted
- 79 - No response
- 0 - Response (Bid)
- 0 - Response (No bid)
- 0 - Successful

530 - M/WBE and Non-M/WBE vendors were contacted

The recommended awardees have fulfilled the good faith requirements set forth in the Business Inclusion and Development (BID) Plan adopted by Council Resolution No. 08-2826 as amended.

ETHNIC COMPOSITION

Clifford Power Systems, Inc.

White Male	108	White Female	32
Black Male	0	Black Female	2
Hispanic Male	7	Hispanic Female	16
Other Male	7	Other Female	3

Allegiance Power Systems, Inc.

White Male	5	White Female	2
Black Male	0	Black Female	0
Hispanic Male	0	Hispanic Female	0
Other Male	2	Other Female	0

BID INFORMATION

The following bids were received from solicitation number BN1612 and were opened on December 18, 2015. This service contract is being awarded to the lowest responsive and responsible bidders by group. Information related to this solicitation is available upon request.

*Denotes successful bidders

<u>Bidders</u>	<u>Address</u>	<u>Amount of Bid</u>
*Clifford Power Supply, Inc.	9310 E. 46 th St. North Tulsa, OK 74117	Multiple Groups

BID INFORMATION (Continued)

<u>Bidders</u>	<u>Address</u>	<u>Amount of Bid</u>
*Allegiance Power Systems, Inc.	7900 Bar K Ranch Road Lago Vista, TX 78645	Multiple Groups
Waukesha-Pearce Industries	850 E. Industrial Ave. Saginaw, TX 76131	Multiple Groups
Loftin Equipment Company	5204 Bear Creek Ct. Irving, TX 75061	Multiple Groups
Power Pro-Tech Services, Inc.	377 Maitland Ave. #1010 Altamonte Springs, FL 32701	Multiple Groups
Dunamis Power Systems, LLC	509 S. Sunnyvale Rd. Del City, OK 73115	Multiple Groups
LJ Power, Inc.	9301 Hwy. 290 West Unit #100 Austin, TX 78736	Multiple Groups

OWNERS

Clifford Power Systems, Inc.

James Boyles, President
Ken Clifford, Vice President
Thomas Clifford, Secretary
Frauke Quiroga, Treasurer

Allegiance Power Systems, Inc.

Mynde Smith, President
John Smith, Vice President

BUSINESS INCLUSION AND DEVELOPMENT PLAN SUMMARY

PROJECT: Authorize a three-year service contract for emergency generator repair and maintenance - Clifford Power Systems, Inc. in the amount of \$431,280 and Allegiance Power Systems, Inc. in the amount of \$214,275, lowest responsible bidders of seven - Total not to exceed \$645,555 - Financing: Current Funds (\$630,255) and Convention and Event Services Current Funds (\$15,300) (subject to annual appropriations)

Clifford Power Systems, Inc. is a local, non-minority firm, has signed the "Business Inclusion & Development" documentation, and proposes to use the following sub-contractor. Allegiance Power Systems Inc. is non-local, non-minority firm, has signed the "Business Inclusion & Development" documentation, and proposes to use their own workforce.

PROJECT CATEGORY: Other Services

LOCAL/NON-LOCAL CONTRACT SUMMARY

	<u>Amount</u>	<u>Percent</u>
Total local contracts	\$420,646.00	65.16%
Total non-local contracts	\$224,909.00	34.84%
TOTAL CONTRACT	\$645,555.00	100.00%

LOCAL/NON-LOCAL M/WBE PARTICIPATION

Local Contractors / Sub-Contractors

None

Non-Local Contractors / Sub-Contractors

<u>Non-local</u>	<u>Certification</u>	<u>Amount</u>	<u>Percent</u>
Progenis Services, Inc.	BMDB04385Y0716	\$10,634.00	4.73%
Total Minority - Non-local		\$10,634.00	4.73%

TOTAL M/WBE CONTRACT PARTICIPATION

	<u>Local</u>	<u>Percent</u>	<u>Local & Non-Local</u>	<u>Percent</u>
African American	\$0.00	0.00%	\$10,634.00	1.65%
Hispanic American	\$0.00	0.00%	\$0.00	0.00%
Asian American	\$0.00	0.00%	\$0.00	0.00%
Native American	\$0.00	0.00%	\$0.00	0.00%
WBE	\$0.00	0.00%	\$0.00	0.00%
Total	\$0.00	0.00%	\$10,634.00	1.65%

May 25, 2016

WHEREAS, on August 10, 2011, City Council authorized a three-year service contract for preventative maintenance and repairs for backup generators by Resolution No. 11-1978; and,

WHEREAS, on September 27, 2013, Administrative Action No. 13-6086 authorized a twelve month extension to the service contract from August 23, 2013 to August 23, 2014; and,

WHEREAS, on June 17, 2014, Administrative Action No. 14-6193 authorized a two year extension to the service contract from August 23, 2014 to August 23, 2016;

NOW, THEREFORE,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

Section 1. That the City Manager is authorized to execute a contract with Clifford Power Systems, Inc. (354227) in the amount of \$431,280.00 and Allegiance Power Systems, Inc. (VS0000047139) in the amount of \$214,275.00 for emergency generator repair and maintenance for a term of three years in a total amount not to exceed \$645,555.00, upon approval as to form by the City Attorney. If the service was bid or proposed on an as needed, unit price basis for performance of specified tasks, payment to Clifford Power Systems, Inc. and Allegiance Power Systems, Inc. shall be based only on the amount of services directed to be performed by the City and properly performed by Clifford Power Systems, Inc. and Allegiance Power Systems, Inc. under the contract.

Section 2. That the Chief Financial Officer is hereby authorized to disburse funds in an amount not to exceed \$645,555.00 (subject to annual appropriations) from Service Contract number BN1612.

Section 3. That this resolution shall take effect immediately from and after its passage in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so resolved.

AGENDA ITEM # 4

KEY FOCUS AREA:	Public Safety
AGENDA DATE:	May 25, 2016
COUNCIL DISTRICT(S):	All
DEPARTMENT:	Business Development & Procurement Services Fire
CMO:	Jeanne Chipperfield, 670-7804 Eric Campbell, 670-3255
MAPSCO:	N/A

SUBJECT

Authorize a three-year master agreement for smoke detectors for Fire-Rescue – Fine Line Products, lowest responsible bidder of six - Not to exceed \$227,220 - Financing: Current Funds

BACKGROUND

This action does not encumber funds; the purpose of a master agreement is to establish firm pricing for goods, for a specific term, which are ordered on an as needed basis.

This master agreement will provide smoke detectors for Fire-Rescue's (DFR) Smoke Detector Installation Program. Smoke detectors are installed in neighborhoods selected by DFR utilizing fire injury data to determine areas that have high rates of injury from fire. The smoke detectors are installed by DFR personnel and volunteers canvassing door-to-door, offering the smoke detectors to residents living in one and two family dwellings. Residents not available at the time of the canvas will be provided information on how to contact 311 to request a smoke detector. There is no charge to the residents for the smoke detector or installation service provided. The goal of this program is to provide a source for early fire detection thus reducing fire injuries and deaths in resident's homes.

This solicitation was structured in a manner which required bidders to submit a response using unit pricing. This bid resulted in a decrease of 4% over comparable unit prices for the bid awarded in 2013.

BACKGROUND (Continued)

As part of the solicitation process and in an effort to increase competition, Business Development and Procurement Services (BDPS) used its procurement system to send out 706 email bid notifications to vendors registered under respective commodities. To further increase competition, BDPS uses historical solicitation information, the internet, and vendor contact information obtained from user departments to contact additional vendors by phone. Additionally, in an effort to secure more bids, notifications were sent by the BDPS' ResourceLink Team (RLT) to 25 chambers of commerce, the DFW Minority Business Council and the Women's Business Council – Southwest, to ensure maximum vendor outreach.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

On August 8, 2012, City Council authorized a two-year master agreement for the purchase of smoke detectors by Resolution No. 12-1889.

On September 11, 2013, City Council authorized a two-year master agreement for the purchase of smoke detectors by Resolution No. 13-1551.

Information about this item will be provided to the Budget, Finance & Audit Committee on May 16, 2016.

FISCAL INFORMATION

\$227,220.00 - Current Funds

M/WBE INFORMATION

169 – Vendors contacted
169 – No response
 0 – Response (Bid)
 0 – Response (No Bid)
 0 – Successful

706 M/WBE and Non-M/WBE vendors were contacted

The recommended awardee has fulfilled the good faith requirements set forth in the Business Inclusion and Development (BID) Plan adopted by Council Resolution No. 08-2826 as amended.

ETHNIC COMPOSITION

Fine Line Products

White Male	1	White Female	0
Black Male	0	Black Female	0
Hispanic Male	0	Hispanic Female	0
Other Male	0	Other Female	0

BID INFORMATION

The following bids were received from solicitation number BV1604 and were opened on March 4, 2016. This master agreement is being awarded in its entirety to the lowest responsive and responsible bidder.

*Denotes successful bidder

<u>Bidders</u>	<u>Address</u>	<u>Amount</u>
*Fine Line Products	5533 Glasgow Place Columbus, OH 43235	\$227,220.00
J. Alperin Co., Inc.	2170 Jerome Avenue Bronx, NY 10453	\$229,950.00
Asset Lighting & Electric, Inc.	Thorndike Avenue Lakewood, NJ 08701	\$232,680.00
EVCO Partners, LC dba Burgoon Company	2727 Broadway Galveston, TX 77553	\$269,010.00
HD Supply Facilities Maintenance LTD	10641 Scripps Summit Court San Diego, CA 92131	\$314,790.00
HD Supply Facilities Maintenance LTD (Alternate Bid)	10641 Scripps Summit Court San Diego, CA 92131	\$314,790.00

OWNER

Fine Line Products

Eric Hoffrichter, President

BUSINESS INCLUSION AND DEVELOPMENT PLAN SUMMARY

PROJECT: Authorize a three-year service contract for emergency generator repair and maintenance - Clifford Power Systems, Inc. in the amount of \$431,280 and Allegiance Power Systems, Inc. in the amount of \$214,275, lowest responsible bidders of seven - Total not to exceed \$645,555 - Financing: Current Funds (\$630,255) and Convention and Event Services Current Funds (\$15,300) (subject to annual appropriations)

Clifford Power Systems, Inc. is a local, non-minority firm, has signed the "Business Inclusion & Development" documentation, and proposes to use the following sub-contractor. Allegiance Power Systems Inc. is non-local, non-minority firm, has signed the "Business Inclusion & Development" documentation, and proposes to use their own workforce.

PROJECT CATEGORY: Other Services

LOCAL/NON-LOCAL CONTRACT SUMMARY

	<u>Amount</u>	<u>Percent</u>
Total local contracts	\$420,646.00	65.16%
Total non-local contracts	\$224,909.00	34.84%
TOTAL CONTRACT	\$645,555.00	100.00%

LOCAL/NON-LOCAL M/WBE PARTICIPATION

Local Contractors / Sub-Contractors

None

Non-Local Contractors / Sub-Contractors

<u>Non-local</u>	<u>Certification</u>	<u>Amount</u>	<u>Percent</u>
Progenis Services, Inc.	BMDB04385Y0716	\$10,634.00	4.73%
Total Minority - Non-local		\$10,634.00	4.73%

TOTAL M/WBE CONTRACT PARTICIPATION

	<u>Local</u>	<u>Percent</u>	<u>Local & Non-Local</u>	<u>Percent</u>
African American	\$0.00	0.00%	\$10,634.00	1.65%
Hispanic American	\$0.00	0.00%	\$0.00	0.00%
Asian American	\$0.00	0.00%	\$0.00	0.00%
Native American	\$0.00	0.00%	\$0.00	0.00%
WBE	\$0.00	0.00%	\$0.00	0.00%
Total	\$0.00	0.00%	\$10,634.00	1.65%

May 25, 2016

WHEREAS, on August 10, 2011, City Council authorized a three-year service contract for preventative maintenance and repairs for backup generators by Resolution No. 11-1978; and,

WHEREAS, on September 27, 2013, Administrative Action No. 13-6086 authorized a twelve month extension to the service contract from August 23, 2013 to August 23, 2014; and,

WHEREAS, on June 17, 2014, Administrative Action No. 14-6193 authorized a two year extension to the service contract from August 23, 2014 to August 23, 2016;

NOW, THEREFORE,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

Section 1. That the City Manager is authorized to execute a contract with Clifford Power Systems, Inc. (354227) in the amount of \$431,280.00 and Allegiance Power Systems, Inc. (VS0000047139) in the amount of \$214,275.00 for emergency generator repair and maintenance for a term of three years in a total amount not to exceed \$645,555.00, upon approval as to form by the City Attorney. If the service was bid or proposed on an as needed, unit price basis for performance of specified tasks, payment to Clifford Power Systems, Inc. and Allegiance Power Systems, Inc. shall be based only on the amount of services directed to be performed by the City and properly performed by Clifford Power Systems, Inc. and Allegiance Power Systems, Inc. under the contract.

Section 2. That the Chief Financial Officer is hereby authorized to disburse funds in an amount not to exceed \$645,555.00 (subject to annual appropriations) from Service Contract number BN1612.

Section 3. That this resolution shall take effect immediately from and after its passage in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so resolved.

May 25, 2016

WHEREAS, on August 8, 2012, City Council authorized a two-year master agreement for the purchase of smoke detectors by Resolution No. 12-1889; and,

WHEREAS, on September 11, 2013, City Council authorized a two-year master agreement for the purchase of smoke detectors by Resolution No. 13-1551; and,

WHEREAS, on October 12, 2015, Administrative Action No. 15-6881 authorized to extend the master agreement for a one year term from September 11, 2015 to September 10, 2016; and,

WHEREAS, on April 21, 2016, Administrative Action No. 16-5778 authorized additional funds in the amount of \$50,000.00, increasing the master agreement amount from \$209,436.00 to \$259,436.00;

NOW, THEREFORE,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

Section 1. That a master agreement for the purchase of smoke detectors for Fire-Rescue is authorized with Fine Line Products (VS0000033221) for a term of three years in an amount not to exceed \$227,220.00.

Section 2. That the Purchasing Agent is authorized, upon appropriate request and documented need by a user department, to issue a purchase order for smoke detectors for Fire-Rescue. If a written contract is required or requested for any or all purchases of smoke detectors for Fire-Rescue under the master agreement instead of individual purchase orders, the City Manager is authorized to execute the contract upon approval as to form by the City Attorney.

Section 3. That the Chief Financial Officer is hereby authorized to disburse funds in an amount not to exceed \$227,220.00 from Master Agreement number BV1604.

Section 4. That this resolution shall take effect immediately from and after its passage in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so resolved.

BUSINESS INCLUSION AND DEVELOPMENT PLAN SUMMARY

PROJECT: Authorize a three-year master agreement for smoke detectors for Fire-Rescue – Fine Line Products, lowest responsible bidder of six - Not to exceed \$227,220 - Financing: Current Funds

Fire Line Products is a non-local, non-minority firm, has signed the "Business Inclusion & Development" documentation, and proposes to use their own workforce.

PROJECT CATEGORY: Goods

LOCAL/NON-LOCAL CONTRACT SUMMARY

	<u>Amount</u>	<u>Percent</u>
Total local contracts	\$0.00	0.00%
Total non-local contracts	\$227,200.00	100.00%
TOTAL CONTRACT	\$227,200.00	100.00%

LOCAL/NON-LOCAL M/WBE PARTICIPATION

Local Contractors / Sub-Contractors

None

Non-Local Contractors / Sub-Contractors

None

TOTAL M/WBE CONTRACT PARTICIPATION

	<u>Local</u>	<u>Percent</u>	<u>Local & Non-Local</u>	<u>Percent</u>
African American	\$0.00	0.00%	\$0.00	0.00%
Hispanic American	\$0.00	0.00%	\$0.00	0.00%
Asian American	\$0.00	0.00%	\$0.00	0.00%
Native American	\$0.00	0.00%	\$0.00	0.00%
WBE	\$0.00	0.00%	\$0.00	0.00%
Total	<u>\$0.00</u>	<u>0.00%</u>	<u>\$0.00</u>	<u>0.00%</u>

KEY FOCUS AREA: E-Gov
AGENDA DATE: May 25, 2016
COUNCIL DISTRICT(S): All
DEPARTMENT: Communication and Information Services
CMO: Mark McDaniel, 670-3256
MAPSCO: N/A

SUBJECT

Authorize **(1)** the release of funds from Entap, Inc. for the acquisition and service contract for a budget preparation management system in the amount of \$1,541,957; and **(2)** a one-year service contract for the implementation in the amount of \$1,141,296, and a thirty-month service contract for cloud services and support in the amount of \$400,661, for a budget preparation and management system - Oracle America, Inc., through the Department of Information Resources, State of Texas Cooperative - Not to exceed \$1,541,957 - Financing: Municipal Lease Agreement Funds (\$784,012) and Current Funds (\$757,945) (subject to annual appropriations)

BACKGROUND

This contract will provide the installation of a budget preparation management system and a subscription agreement for cloud services, which includes upgrades and support. The new budget preparation management system will allow for the integration of multiple applications to provide one centralized tool utilized by City staff for the development of the annual budget. Some additional advantages of the system include:

- Improved forecasting capabilities
- Continuity of business operations
- Improved implementation capability of enhancements to meet business needs
- Significant improvement in the quantity and timeliness of information used in budget decision-making

Currently, the City utilizes several different applications and manual processes to develop the annual budget, generate annual budget books, record and track performance measures and monitor the adopted budget. All of these tasks are accomplished with no integration between the various applications, including the financial and human resource systems. The implementation of the new budget preparation management system will provide a single application for the development and monitoring of the City's budget.

BACKGROUND (continued)

On March 25, 2015, a five-year service contract valued at \$2,292,719 was awarded to Entap, Inc. for the acquisition, maintenance and support of a Hyperion (an Oracle product) budget preparation management system. To continue performance while resolving a contract dispute, the City is awarding a service contract to Oracle for the implementation and support of the Hyperion system.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

On March 25, 2015, City Council authorized an acquisition contract for software, hosting and a five-year service contract for maintenance and support of a budget preparation management system with Entap, Inc. by Resolution No. 15-0477.

Information about this item will be provided to the Budget, Finance and Audit Committee on May 16, 2016.

FISCAL INFORMATION

\$784,012.12 - Municipal Lease Agreement Funds
\$757,944.79 - Current Funds (subject to annual appropriations)

ETHNIC COMPOSITION

Oracle America, Inc.

White Male	206	White Female	79
Black Male	11	Black Female	12
Hispanic Male	10	Hispanic Female	8
Other Male	84	Other Female	12

OWNER

Oracle America, Inc.

Lawrence J. Ellison, Executive Chairman of the Board and Chief Technology Officer
Safra A. Catz, Chief Executive Officer

May 25, 2016

WHEREAS, on March 25, 2015, City Council authorized an acquisition contract for software, hosting and a five-year service contract for maintenance and support of a budget preparation management system with Entap, Inc. by Resolution No. 15-0477;

Now, Therefore,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

Section 1. That the City Manager is hereby authorized to release funds from Entap, Inc. for the acquisition and service contract for a budget preparation management system in the amount of \$1,541,956.91 and execute a one-year service contract for the implementation in the amount of \$1,141,296.00, and a thirty-month service contract for cloud services and support in the amount of \$400,660.91 with Oracle America, Inc. (500311) through the Department of Information Resources, State of Texas Cooperative in a total amount not to exceed \$1,541,956.91, after it has been approved as to form by the City Attorney.

Section 2. That in order to reimburse and finance the lease/purchase acquisition of the equipment described herein over a period not to exceed the estimated useful life (10 years) thereof, any Authorized Officer of the City designated in the Master Equipment Lease/Purchase Agreement (the "Master Lease") between Banc of America Public Capital Corp and the City is hereby authorized and directed to execute, acknowledge and deliver a Schedule A (as defined in the Master Lease) pertaining to such equipment including all attachments, financing statements and schedules thereto, in substantially the form attached to the Master Lease, with such changes as the signing officer shall determine to be advisable. Each Authorized Officer of the City is also authorized to execute, acknowledge and deliver any other agreement, instrument, certificate, representation and document, and to take any other action as may be advisable, convenient or necessary to enter into such Schedule A. The financing terms for such equipment, to be determined pursuant to the provisions of the Master Lease and reflected in such Schedule A, and the granting of a security interest in the financed equipment pursuant to the Master Lease, are hereby approved.

Section 3. That the Chief Financial Officer is hereby authorized to disburse funds in an amount not to exceed \$1,541,956.91 (subject to annual appropriations) from Service Contract number MASC DSV19BDGTPREP.

<u>FUND</u>	<u>DEPT</u>	<u>UNIT</u>	<u>OBJ</u>	<u>AMOUNT</u>	<u>FY</u>
ML13	DSV	E327	3070	\$784,012.12	2016
0198	DSV	1665	3070	\$357,283.88	2016
0198	DSV	1665	3099	\$37,507.50	2016
0198	DSV	1665	3099	\$150,030.00	2017
0198	DSV	1665	3099	\$150,030.00	2018
0198	DSV	1665	3099	\$63,093.41	2019

May 25, 2016

Section 4. That this resolution shall take effect immediately from and after its passage in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so resolved.

KEY FOCUS AREA: E-Gov

AGENDA DATE: May 25, 2016

COUNCIL DISTRICT(S): N/A

DEPARTMENT: Business Development & Procurement Services
Communication and Information Services

CMO: Jeanne Chipperfield, 670-7804
Mark McDaniel, 670-3256

MAPSCO: N/A

SUBJECT

Authorize a five-year service contract, with three one-year renewal options, for desktop support services - Austin Ribbon & Computer Supplies, Inc. , most advantageous prosper of nine - Not to exceed \$13,728,368 - Financing: Current Funds (subject to annual appropriations)

BACKGROUND

This service contract will provide desktop support services throughout the City. Since 2006 the City has outsourced its technology help desk services. This service contract is a renewal for the continuation of outsourcing the City’s help desk services. Services within the contract gives the City the ability to leverage support when needed to address the ever changing technology needs of City departments in their goal to fulfill their business operations. Primary services covered include:

- Provide 24x7x365 help desk (call center) support for end users
- A single point of contact for reporting problems or requesting services
- Managing trouble calls and service requests from initiation through resolution
- Support end users over the phone and onsite
- Provide onsite deskside technicians to response to priority items
- Installing, moving, changing and repairing computer equipment and software
- Provide first level response and triage for software applications

Along with the above core services, this service contract will include the enhancements of existing support levels, which includes: unlimited call volumes, expanded support for Apple and Android devices, and stronger service level requirements with penalties.

This service contract also provides a mechanism to acquire optional services. These optional services will provide Communication and Information Services the flexibility to more readily address changes in the scope or level of technology support for occasions such as special events or large scale technology projects.

BACKGROUND (Continued)

The successful proposer was selected by the committee on the basis of demonstrated competence and qualifications under the following criteria:

- Cost 35%
- Functional match to City requirements 20%
- Experience and Capabilities 15%
- Approach 15%
- Business Inclusion and Development Plan 15%

*Business Development and Procurement Services only evaluated the Business Inclusion and Development Plan and cost.

As part of the solicitation process and in an effort to increase competition, Business Development and Procurement Services used its procurement system to send out 594 email bid notifications to vendors registered under respective commodities. To further increase competition, Business Development and Procurement Services uses historical solicitation information, the internet, and vendor contact information obtained from user departments to contact additional vendors by phone. Additionally, in an effort to secure more bids, notifications were sent by the Business Development and Procurement Services' ResourceLINK Team (RLT) to 25 chambers of commerce, the DFW Minority

The recommended vendor meets the wage floor rate of \$10.37 approved by City Council on November 10, 2015, by Resolution No. 15-2141.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

On October 10, 2011 City Council authorized a five-year service contract for Help Desk Services by Resolution No. 11-2714.

Information about this item will be provided to the Budget, Finance and Audit Committee on May 16, 2016.

FISCAL INFORMATION

\$13,728,368.00 - Current Funds (subject to annual appropriations)

M/WBE INFORMATION

- 96 - Vendors contacted
- 95 - No response
- 1 - Response (Bid)
- 0 - Response (No Bid)
- 1 - Successful

594 - M/WBE and Non-M/WBE vendors were contacted

M/WBE INFORMATION (Continued)

The recommended awardee has fulfilled the requirements set forth in the Business Inclusion and Development (BID) Plan adopted by Council Resolution No. 08-2826 as amended.

ETHNIC COMPOSITION

Austin Ribbon & Computer Supplies, Inc.

White Male	25	White Female	13
Black Male	9	Black Female	0
Hispanic Male	17	Hispanic Female	0
Other Male	15	Other Female	9

PROPOSAL INFORMATION

The following proposals were received from solicitation number BHZ1520 and were opened on December 18, 2015. This service contract is being awarded in its entirety to the most advantageous proposer.

*Denotes successful proposer

<u>Proposers</u>	<u>Address</u>	<u>Score</u>	<u>Amount</u>
*Austin Ribbon & Computer Supplies, Inc.	9211 Waterford Centre Blvd. Suite 202 Austin, TX 78758	83.80%	\$13,728,368.00
EJES, Inc.	12655 N. Central Expwy. Suite 500 Dallas, TX 75243	71.63%	\$18,041,838.00
Compucom Systems, Inc.	7171 Forest Ln. Dallas, TX 75230	66.51%	\$21,732,944.00
Atos IT Solutions and Services, Inc.	2500 Westchester Ave. Suite 300 Purchase, NY 10577	64.27%	\$16,192,894.74
Lenovo (United States), Inc.	1009 Think Pl. Morrisville, NC 27560	63.83%	\$21,807,201.90

PROPOSAL INFORMATION (Continued)

<u>Proposers</u>	<u>Address</u>	<u>Score</u>	<u>Amount</u>
Lonestar Group Consulting Services, LLC	2030 Main St. Suite 700 Dallas, TX 75201	56.24%	\$19,503,800.00
Insight Public Sector, Inc.	6820 S. Harl Ave. Tempe, AZ 85283	54.07%	\$20,469,265.00
WynnDalco Enterprises, LLC	400 N. Michigan Ave. Suite 500 Chicago, IL 60611	53.76%	\$17,309,090.00
Tony's Computer Updates	210 Trees Dr. Cedar Hill, TX 75104	Non Responsive**	

**Tony's Computer Updates was deemed non-responsive due to not meeting specifications.

OWNER

Austin Ribbon & Computer Supplies, Inc.

Laura Grant, President