

# Agenda Report

**TO:** CITY COUNCIL

**DATE:** July 9, 2001

**FROM:** CITY MANAGER

**SUBJECT:** Purchase of Modular Office Furniture for Business Services and Paramedic Billing Sections in the Department of Finance and the Consumer Care Section in the Water and Power Department.

## RECOMMENDATION

It is recommended that the City Council authorize the Purchasing Administrator to issue a Purchase Order Contract to Culver-Newlin, Inc. in the amount not to exceed \$60,425.53 for the purchase of modular furniture for the Business Services Section in the Department of Finance and the Consumer Care Section in the Water and Power Department. The proposed purchase is exempt from competitive bidding pursuant to City Charter §1002(H), contracts with other governmental entities or their contractors for labor, material, supplies or services.

It is further recommended that the City Council grant this contract a partial exemption (vendor outreach only) from the Affirmative Action in Contracting Ordinance pursuant to P.M.C. 4.09.060(C) contracts for which the City's best interests are served.

## BACKGROUND

The Business Services and Customer Care Sections in the Departments of Finance and Water and Power provide a wide variety of services to the general public, city departments and employees. These services include business and animal licenses, alarm and parking permits, utility related services and payments, parking citations and worker's compensation benefits. These offices serve over 100,000 customers annually.

In January of 2001, the Pasadena Water and Power's Credit, Billing and Telephone sections relocated to 150 S. Los Robles Ave. The move has opened space on the first floor of City Hall for other city services to relocate to a more customer oriented location, i.e. Workers' Compensation from the second floor and Paramedic Billing which is currently located on the third floor and whose clients include many of our disabled and senior citizens. The additional floor space will also enabled the Business License, Parking Citation and Customer Care Sections to expand their respective workstations. The modular furniture array that is being proposed will provide privacy for clients desiring to resolve delinquent account issues and a permanent place to hold the City's

parking citation administrative hearings. The modular configurations are designed to minimize background noise as well as minimize the utilization of office floor space. The proposed arrangement allows customer service staff to respond to varying levels of customer service and other operational demands by providing functional workstations with increased storage capacities.

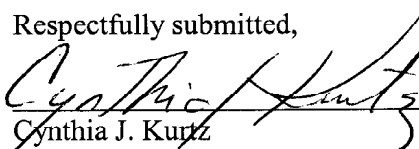
City Charter Section 1002(H) provides that the City may dispense with the Competitive Bid process when contracting with vendors having contracts with other governmental entities for the same goods or services. The recommended contractor, Culver-Newlin has recently been awarded a contract to provide furniture to the Anaheim Union High School District. This contract is still in force for the purchase of modular systems meeting the same requirements of the Pasadena Municipal and Customer Services offices. Also, on September 25, 2000, the City Council approved a Purchase Order Contract for the Water and Power Department with Culver-Newlin for the purchase of modular furniture for the Customer Care Business Unit's call center. This Purchase Order was also executed in association with the Anaheim contract. The Water and Power staff is very satisfied with the modular furniture that has been installed. Culver-Newlin has offered to continue to extend the same contract pricing to provide the furniture to the Business Services, Paramedic Billing and Customer Care Sections.

Also, it should be noted that since the modular furniture array that is being proposed is adaptable, the components can easily be disassembled and relocated to a new location should staff be required to move out of City Hall.

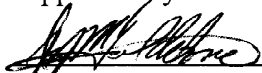
**FISCAL IMPACT**

Funds in the amount of \$60,425 are available in the following accounts as indicated: \$44,945 from #3150-101-230053704 (Municipal Services Special Deposit); \$6,037 from account # 8504-401-834100-0923 (Water Fund); and \$9,443 from account # 8504-402-834100-0798 (Power Fund).

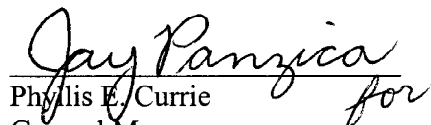
Respectfully submitted,

  
Cynthia J. Kurtz  
City Manager

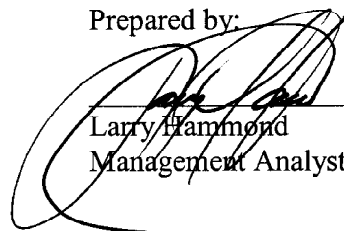
Approved by:



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