



# Agenda Report

December 16, 2019

**TO:** Honorable Mayor and City Council

**FROM:** Department of Information Technology

**SUBJECT: RESCIND CONTRACT AWARD TO VOX NETWORK SOLUTIONS, INC. FOR 24/7 TELECOM SYSTEMS MAINTENANCE COVERAGE AND PROFESSIONAL SERVICES FOR \$241,445**

## **RECOMMENDATION:**

It is recommended that the City Council:

1. Find that the proposed action is exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines Section 15061 (b)(3); and
2. Rescind the contract award in response to specifications for 24/7 Telecom Systems Maintenance Coverage including monitoring, labor, hardware, and professional services and support for the City's voice systems; Telephone, Contact Center, Voicemail and Interactive Voice Response (IVR) originally awarded to Vox Network Solutions, Inc. on June 10, 2019, for \$241,445.

## **BACKGROUND:**

The City maintains telecom voice systems including telephones, contact center, voicemail, and Interactive Voice Response (IVR). These systems are available 24/7 to provide critical communication services to every City department in over fifty locations including the Police Department, fire stations, libraries, community centers, and City Hall, among others. Maintenance coverage on these systems is provided through contracted vendor support that supplies remote and on-site trained specialists to support the systems to ensure consistent system reliability and availability, and provide replacement parts for any failed component of the systems.

Given this need, on April 24, 2019, staff prepared and posted a notice in the Pasadena Journal News and on PlanetBids, inviting vendors to submit bids in response to the Specification for Telecom Systems Maintenance Coverage and Professional Services. Following advertising, forty-one companies downloaded information about this bid opportunity, one of which was a local Pasadena business. A total of four bids were received by the May 14, 2019 deadline. On June 10, 2019, Council authorized the City

Manager to enter into a three (3) year contract beginning August 1, 2019 through July 31, 2022 with Vox Network Solutions, Inc., as the lowest responsive and responsible bidder to provide maintenance and professional services.

Shortly before the August 1, 2019 expected contract start date, it became evident that Vox Network Solutions, Inc. was not prepared to begin services, primarily due to settling of contract terms and contract execution.

Therefore, to avoid penalty fees from the voicemail system's manufacturer and as an emergency stop gap so critical services could continue to be provided, staff extended maintenance services of the previous vendor, Continuant Inc., who also happened to be the second lowest bidder in the aforementioned bid. These services were extended for one year through July 31, 2020 through the City's standard purchase order process for expenditures under \$75,000. It is the intent of staff to initiate a new competitive selection process for 24/7 telecom systems maintenance coverage prior to the expiration of the current maintenance period, and return to Council for a contract award, if necessary.

**COUNCIL POLICY CONSIDERATION:**

This action promotes the City Council's goal to improve, maintain and enhance public facilities and infrastructure by ensuring the telecom voice systems are properly maintained and promotes the City Council goal to maintain fiscal responsibility and stability.

**ENVIRONMENTAL ANALYSIS:**

This action is exempt from CEQA per section 15061(b) (3), the General Rule. The General Rule can be applied when it can be seen with certainty that the activity will not have a significant effect on the environment. The proposed action will not result in any new development or physical changes.

**FISCAL IMPACT:**

There is no cost associated with the rescission of this contract award, nor any indirect or support costs anticipated as a result.

Respectfully submitted,



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