

Agenda Report

TO: City Council DATE: October 28, 2002
FROM: City Manager
SUBJECT: Contract with Superior Technical Resources, in an amount not to exceed \$600,000, for Technical Support Services

RECOMMENDATION

It is recommended that the City Council:

1. Authorize the City Manager to enter into a contract for technology support services with Superior Technical Resources for an annual amount of \$600,000;
2. Authorize the City Manager to renew the contract without further Council consideration for up to four additional one year periods if the prices, terms and conditions are acceptable to both parties.

The proposed contract is exempt from competitive bidding pursuant to City Charter, Section 1002(F), Contracts for Professional or Unique Services.

BACKGROUND

The Information Technology Services Division is responsible for providing technical support services to City staff in several areas; central computing, application development, personal computers, enterprise network, telecommunications and radio and data communications. In order to meet service levels there is a need to augment existing in-house staff with outside technical support services firms.

Consequently, a Request for Proposals was developed and issued to a total of 42 vendors who provide technical support services. Of those, 5 were Pasadena businesses. The RFP requested vendors to provide proposals covering a wide range of technical support services in two categories, Information Technology Services which includes: central computing, application development, desktop support, and enterprise network engineering and consulting, and Telecommunication Services which includes: telephone and voice mail programming programming, application design and implementation, voice & data cable/wiring and radio maintenance & repair, microwave maintenance and consulting.

Thirty-one firms responded to the RFP, including 3 local Pasadena businesses. Several firms provided proposals for both categories, while other firms provided proposals for only one category. The responses by category was as follows:

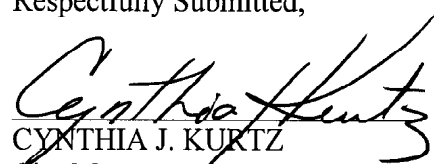
Category	Total # Firms Responding	Local Businesses Responding
Information Services	31	2
Telecommunication Services	20	3

Based on the evaluation of proposals (summarized on attachment A), Superior Technical Resources was determined to be best qualified to provide the required services to the City in each of the two categories. Additionally, the City Manager has pre-qualified eight other firms to provide as needed services not to exceed \$75,000 each per year.

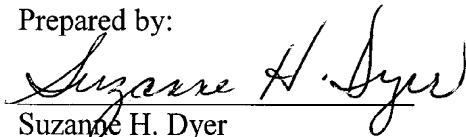
FISCAL IMPACT

It is estimated that a total of \$600,000 will be spent with Superior Technical Resources per year. Funds are available in the Information Technology Services Division's various accounts.

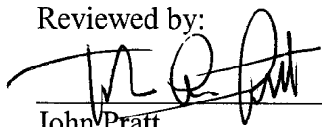
Respectfully Submitted,


CYNTHIA J. KURTZ
City Manager


Prepared by:


Suzanne H. Dyer
Information Technology Services Division

Reviewed by:


John Pratt
Chief Information Technology Officer

Approved by:


Jay M. Goldstone
Director of Finance