

Agenda Report

July 18, 2016

TO: Honorable Mayor and City Council

FROM: Department of Information Technology

SUBJECT: AUTHORIZATION TO ENTER INTO A CONTRACT WITH CONTINUANT, INC. TO PROVIDE 24/7 TELECOM SYSTEMS MAINTENANCE COVERAGE AND PROFESSIONAL SERVICES IN AN AMOUNT NOT TO EXCEED \$415,790

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed contract is exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines Section 15061 (b)(3);
2. Accept the bid dated May 25, 2016 submitted by Continuant, Inc. 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), reject all other bids received, and authorize the City Manager to enter into a three (3) year contract with Continuant, Inc. for an amount not to exceed \$415,790 for the period of August 1, 2016 to July 31, 2019.

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 May 17, 2016, 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-four companies downloaded information about this bid opportunity, two of which were local Pasadena businesses. A total of three bids were received by the May 31, 2016 deadline, and are as follows:

BIDDER	LOCATION	AMOUNT
Continuant, Inc.	Fife, WA	\$415,790
ROI Networks, LLC	Mission Viejo, CA	\$474,322
VOX Network Solutions, Inc.	Brisbane, CA	\$550,557

Continuant, Inc. was the lowest responsive and responsible bidder and complied in all respects with the requirements of the specification. The contract with Continuant, Inc. will include the following services:

Telecom Systems Maintenance Coverage

Comprehensive coverage on all systems including the City's new Voice Messaging System, which was rolled out in FY 2016:

- 24/7/365 coverage and response
- Real-time alarm monitoring and notification
- Onsite technician support and labor
- Hardware replacement for failed parts
- Software patches and firmware updates

Professional Services

As-needed services available at a fixed rate over the life of the contract, including:

- Software releases and installation
- Labor for telecom moves, adds and changes
- VoIP (Voice over Internet Protocol) Licenses

The cost for these services would only be expended if needed as a result of departmental requests for changes or additional services that cannot be provided by existing City staff.

Staff recommends the City Council authorize the City Manager to enter into a three (3) year contract with Continuant, Inc. for an amount not to exceed \$415,790 for the period of August 1, 2016 to July 31, 2019. A breakdown of the three-year contract is as follows:

Telecom Systems Maintenance Coverage	\$252,890
Professional Services (as needed)	<u>\$162,900</u>
Contract "Not To Exceed" Amount	\$415,790

The City has one active contract with Continuant, Inc. which was executed on August 1, 2015 in the amount of \$68,096.16 for 24/7 Telecom Systems Maintenance Coverage and will expire on July 31, 2016. This contract was awarded through a competitive bidding process, but did not include coverage on the City's new Voice Messaging System or provisions for as-needed Professional Services.

COUNCIL POLICY CONSIDERATION:

The proposed contract promotes the City Council's three-year goal to improve, maintain and enhance public facilities and infrastructure by ensuring the telecom voice systems are properly maintained. In addition, the multi-year contract promotes the City Council goal to maintain fiscal responsibility and stability.

ENVIRONMENTAL ANALYSIS:

This contract 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.

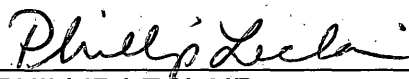
FISCAL IMPACT:

The maximum cost of this proposed three-year contract is \$415,790. Annual funding for this action will be addressed by the utilization of existing budgeted appropriations in account 50114001-811400. For FY 2017, the cost is estimated at \$134,072 which includes \$84,297 for 24/7 systems maintenance coverage beginning August 1, 2016, and the remaining amount for as-needed professional services. There are no indirect or support costs anticipated as a result of this contract award.

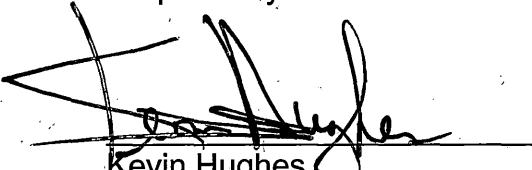
The following table presents an overall contract summary for the three year period:

FY2017 Contract Amount	\$ 134,072
Future Contract Amount	\$ 281,718
Total Fiscal Impact	\$ 415,790

Respectfully submitted,


PHILLIP LECLAIR
Chief Information Officer
Department of Information Technology

Prepared by:


Kevin Hughes
I.T. Infrastructure Manager
Department of Information Technology

Approved by:


STEVE MERMELL
City Manager

Attachment A: Taxpayer Protection Amendment