

Agenda Report

June 10, 2019

TO: Honorable Mayor and City Council

FROM: Department of Information Technology

SUBJECT: AUTHORIZATION TO ENTER INTO A CONTRACT WITH VOX NETWORK SOLUTIONS, INC. TO PROVIDE 24/7 TELECOM SYSTEMS MAINTENANCE COVERAGE AND PROFESSIONAL SERVICES IN AN AMOUNT NOT TO EXCEED \$241,445

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); and
2. Accept the bid dated May 14, 2019 submitted by Vox Network Solutions, 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 Vox Network Solutions, Inc. for an amount not to exceed \$241,445 for the period of August 1, 2019 to July 31, 2022.

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, and are as follows:

BIDDER	LOCATION	AMOUNT
Vox Network Solutions, Inc.	Brisbane, CA	\$241,445
Continuant, Inc.	Fife, WA	\$305,905
Morgan Birge & Associates	Chicago, IL	\$383,880
Integrated Technology	Tustin, CA	\$427,664

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

Telecom Systems Maintenance Coverage

Comprehensive coverage on all systems:

- 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

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 authorization to enter into a three (3) year contract with Vox Network Solutions, Inc. for an amount not to exceed \$241,445 for the period of August 1, 2019 to July 31, 2022. A breakdown of the three-year contract is as follows:

Telecom Systems Maintenance Coverage	\$167,165
Professional Services (as needed)	<u>\$ 74,280</u>
Contract "Not To Exceed" Amount	\$241,445

The City does not have any active contracts with Vox Network Solutions, Inc.

COUNCIL POLICY CONSIDERATION:

This proposed contract with Vox Network Solutions, Inc. promotes the City Council's 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.

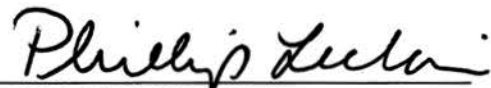
FISCAL IMPACT:

The maximum cost of this proposed three-year contract is \$241,445. Annual funding for this action will be addressed by the utilization of existing budgeted appropriations in account 50114001-811400. For FY 2020, the cost is estimated at \$80,482 which includes \$55,722 for 24/7 systems maintenance coverage beginning August 1, 2019, 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:

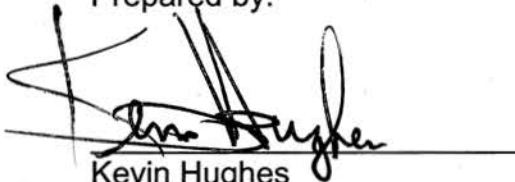
FY2020 Contract Amount	\$ 80,482
Future Contract Amount	\$ 160,963
Total Fiscal Impact	\$ 241,445

Respectfully submitted,



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