



Agenda Report

July 20, 2020

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 \$238,388

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. Authorize the City Manager to enter into a three (3) year contract, as a result of a competitive selection process, as specified by Section 4.08.047 of the Pasadena Municipal Code, with Vox Network Solutions, Inc. to provide 24/7 Telecom Systems Maintenance Coverage and Professional Services for an amount not to exceed \$238,388 for the period of October 1, 2020 to September 30, 2023.

BACKGROUND:

The Department of Information Technology (DoIT) maintains the City 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 28, 2020, staff prepared and posted a notice in the Pasadena Journal News and on PlanetBids, inviting vendors to submit responses to the Request for Proposal (RFP) for Telecom Systems Maintenance Coverage and Professional Services. Following advertising, fifty-five companies downloaded information about this

RFP opportunity, seven of which were local Pasadena businesses. One proposal was received by the June 23, 2020 deadline from Vox Network Solutions, Inc., which has headquarters in Brisbane, California. The incumbent telecom systems maintenance vendor, Continuant Inc., who had provided coverage the past seven years, chose not to respond to the RFP.

A panel of DoIT staff initially reviewed the proposal, and invited the vendor to provide an oral presentation and answer any questions from the evaluation panel. This oral presentation was incorporated into the final proposal scoring as follows:

Criteria	Weight	Score (100 MAX)
Proposed Solution	30%	28
Experience	30%	28
Cost Proposal	30%	30
Local Pasadena Business	5%	0
Small or Micro-Business	5%	0
Total	100%	86

Established in 2006, Vox Network Solutions, Inc. is an Avaya Diamond Partner, and winner of the "Overall Avaya Partner of the Year 2019". With this distinction, they will bring a strong level of expertise to manage the City's Avaya telephone system. They also have experience servicing the government sector for the City and County of San Francisco, and the State of Nevada.

During the presentation, staff and the vendor also discussed the scope of service and an implementation plan. Through those discussions, it was mutually agreed to that certain hardware coverage on servers related to the voicemail system would be excluded from the contract, and instead, maintained internally. As a result, the vendor agreed to reduce the cost in their proposal by \$13,788 to a new three-year total of \$238,388.

Based on the scoring above, staff recommends authorization to enter into a three (3) year contract with Vox Network Solutions, Inc. for an amount not to exceed \$238,388 for the period of October 1, 2020 to September 30, 2023. A breakdown of the three-year contract is as follows:

Telecom Systems Maintenance Coverage	\$185,888
Professional Services (as needed)	<u>\$ 52,500</u>
Contract "Not To Exceed" Amount	\$238,388

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 professional 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.

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; to provide a high quality of public service, which adds to the quality of life in the City and increases its attractiveness through more efficient management of resources.

ENVIRONMENTAL ANALYSIS:

The proposed 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 the proposed three-year contract is \$238,388. Annual funding for this action will be addressed by the utilization of existing budgeted appropriations in account 50114001-811400. For FY 2021, the cost is estimated at \$64,877 which includes \$51,752 for 24/7 systems maintenance coverage beginning October 1, 2020, 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:

FY2021 Contract Amount	\$ 64,877
Future Contract Amount	\$ 173,511
Total Fiscal Impact	\$238,388

Respectfully submitted,



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Department of Information Technology

Prepared by:



for JT

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Approved by:



STEVE MERMELL
City Manager
Attachment A: Taxpayer Protection Amendment