



## Legislation Text

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**File #:** 20-483, **Version:** 1

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**STRATEGIC PRIORITY:** Government Performance and Financial Management  
**AGENDA DATE:** March 25, 2020  
**COUNCIL DISTRICT(S):** All  
**DEPARTMENT:** Office of Procurement Services  
**EXECUTIVE:** Elizabeth Reich

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### **SUBJECT**

Authorize a five-year cooperative purchasing agreement for the purchase of hardware, software, installation services, maintenance, and support to replace and upgrade the 3-1-1 Contact Center for the Department of Information and Technology Services with Presidio Networked Solutions Group, LLC through the Department of Information Resources cooperative agreement - Estimated amount of \$5,312,402.21 - Financing: Data Services Fund

### **BACKGROUND**

This action does not encumber funds; the purpose of a cooperative purchasing agreement is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis according to annual budgetary appropriations. The estimated amount is intended as guidance rather than a cap on spending under the agreement, so that actual need combined with the amount budgeted will determine the amount spent under this agreement.

This cooperative purchasing agreement will provide for the acquisition of a replacement 3-1-1 Contact Center solution. The agreement includes hardware, software, installation services, maintenance, and support.

The 3-1-1 Contact Center operates 24 hours a day, 7 days a week, and handles over 1 million non-emergency service requests. The replacement of the 3-1-1 Contact Center solution will allow for improved management of 3-1-1 operations, which include staff management, call management, and reporting.

Some key benefits to implementing this replacement solution include but are not limited to:

- A scheduling tool that provides suggested scheduling of City call takers based on peak and non-peak hours
- Ability to provide dynamic scheduling of agents related to high/low call volumes
- Ad hoc reporting capabilities

This agreement also includes on-site technician support, to provide continuous technical support, and preventative maintenance checkups on the system infrastructure. Training, software patches, and upgrades are also included as part of maintenance and support.

The Department for Information Resources cooperative agreement is authorized by Chapter 791 of the Texas Government Code and Subchapter F, Chapter 271, Texas Local Government Code. Section 271.102 of the Texas Local Government Code which authorizes a local government to participate in a Cooperative Purchasing Program with another local government or a local cooperative organization.

On November 10, 2015, the City Council authorized a living wage policy that requires contractors to pay their employees a “living wage” rate as established annually by the Massachusetts Institute of Technology Living Wage Calculator for Dallas County by Resolution No. 15-2141. The current calculated living wage during the solicitation process of this contract is \$11.71; the selected vendor meets this requirement

### **PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)**

This item has no prior action.

### **FISCAL INFORMATION**

Fund	FY 2020	FY 2021	Future Years
Data Services Fund	\$2,076,326.05	\$820,719.04	\$2,415,357.12

### **M/WBE INFORMATION**

In accordance with the City’s Business Inclusion and Development Plan adopted on October 22, 2008, by Resolution No. 08-2826, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Category	M/WBE Goal	M/WBE %	M/WBE \$
\$5,312,402.21	Other Services	23.80%	33.86%	\$1,798,700.00
• This contract exceeds the M/WBE goal.				

### **PROCUREMENT INFORMATION**

Method of Evaluation for Award Type:

Cooperative Purchasing Agreement	• Cooperative purchasing agreements enable the City to associate with State agencies, other local governments, or local cooperative organizations comprised of other state and local governments, to leverage market buying power and enable the City to purchase goods or services at lower prices
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|  | <ul style="list-style-type: none"><li>• The cooperative purchasing agreement is an alternative method of meeting the requirements for competitive bidding or competitive sealed proposals, not an exception from that requirement</li></ul> |
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## **OWNER**

### **Presidio Networked Solutions Group, LLC**

1955 Lakeway Drive, Ste 220  
Lewisville, TX 75057

Bob Cagnazzi, Chairman of the Board & Chief Executive Officer

Neil Johnston, Chief Financial Officer

Dave Har, Chief Operating Officer

Vinu Thomas, Chief Technology Officer