

**CITY OF EL PASO, TEXAS
AGENDA ITEM
DEPARTMENT HEAD'S SUMMARY FORM**

AGENDA DATE: January 19, 2022
PUBLIC HEARING DATE: N/A

CONTACT PERSON(S) NAME AND PHONE NUMBER:

Mario D'Agostino, Fire Chief, (915) 212-5605
Claudia A. Garcia, Interim Director, Purchasing & Strategic Sourcing,
(915) 212-1181

DISTRICT(S) AFFECTED: All

STRATEGIC GOAL: No. 2 – Set the Standard for a Safe and Secure City

SUBGOAL: 2.3 - Increase Public Safety Operational Efficiency.

SUBJECT:

Discussion and action that the Director of the Purchasing & Strategic Sourcing Department be authorized to issue a Purchase Order to Datamark, Inc., referencing Contract 2015-687R Customer Service Call Center - Staffing & Management Service Operations. This will be a change order to increase the contract by \$525,000.00 for a total amount not to exceed \$9,524,999.94. The change order will cover expenses for the remainder of the contract for Customer Service Call Center - Staffing & Management Service Operations for the 311-communication center.

BACKGROUND / DISCUSSION:

On August 25, 2015 Solicitation No. 2015-687R was awarded as a service contract to Datamark, Inc., to provide the Customer Service Call Center - Staffing & Management Service Operations for the Fire Department; the City will be procuring the Customer Service Call Center - Staffing & Management Service Operations.

SELECTION SUMMARY:

NA

CONTRACT VARIANCE:

There is not contract variance for the same services.

PROTEST

No protest received for this requirement.

PRIOR COUNCIL ACTION:

On August 25, 2015, City Council approved the award of contract 2015-687R to Datamark, Inc., for a three (3) year term and three (3) additional terms of one (1) year each for a total six (6) year contract and total amount of \$8,999,999.94.

AMOUNT AND SOURCE OF FUNDING:

Amount: \$525,000.00
Funding Source: General Funds
Account: 322 – 520010 – 1000 – 22080 – P2218

HAVE ALL AFFECTED DEPARTMENTS BEEN NOTIFIED? YES NO

PRIMARY DEPARTMENT: Fire

SECONDARY DEPARTMENT: Purchasing & Strategic Sourcing

*****REQUIRED AUTHORIZATION*****

DEPARTMENT HEAD:



Chief Mario D'Agostino, Fire Department

**PROJECT FORM
(Contract Modification)**

Please place the following item on the **REGULAR** agenda for the Council Meeting of **January 19, 2022**.

STRATEGIC GOAL 2 – Set the Standard for a Safe and Secure City

The linkage to the Strategic Plan is subsection 2.3 – Increase Public Safety Operational Efficiency.

Award Summary:

Discussion and action that the Director of the Purchasing & Strategic Sourcing Department be authorized to issue a Purchase Order to Datamark, Inc., referencing Contract 2015-687R Customer Service Call Center - Staffing & Management Service Operations. This will be a change order to increase the contract by \$525,000.00 for a total amount not to exceed \$9,524,999.94. The change order will cover expenses for the remainder of the contract for Customer Service Call Center - Staffing & Management Service Operations for the 311-communication center.

Contract Variance:

There is not contract variance for the same services.

Department:	Fire
Award to:	Datamark, Inc. El Paso, TX
Total Estimated Amount:	\$525,000.00
Account No.:	322 – 520010 – 1000 – 22080 – P2218
Funding Source:	General Funds
District(s):	All
