

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

**AGENDA DATE:** January 31, 2023

**PUBLIC HEARING DATE:** NA

**CONTACT PERSON(S) NAME AND PHONE NUMBER:**

Jonathan P. Killings, Fire Chief, (915) 493-5609

K. Nicole Cote, Managing Director, Purchasing and Strategic Sourcing, (915) 212-1092

**DISTRICT(S) AFFECTED:** All

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

**SUBGOAL:** 2.3 – Increase public safety operational efficiency.

**SUBJECT:**

Discussion and action on the award of solicitation 2023-0026R Customer Service Call Center - Staffing & Management Service Operations to Datamark, Inc., for an initial three (3) year term for an estimated amount of \$5,997,809.40. The award also includes a three (3), one (1) year options for an estimated amount of \$5,997,809.40. The total value of the contract is, including the initial term plus the option, for a total of six (6) years, for an estimated amount of \$11,995,618.80.

**BACKGROUND / DISCUSSION:**

This contract is to provide management and operation services for the Customer Service Call Center, which is designed to help manage the daily call volumes for multiple departments and answer the 311 phone line.

**SELECTION SUMMARY:**

Solicitation was advertised on October 11, 2022 and October 18, 2022. The solicitation was posted on City website on October 11, 2022. There were a total of five hundred and twenty one (521) viewers online; eleven (11) proposals were received; two (2) being local vendors.

**CONTRACT VARIANCE:**

The difference based in comparison to the previous contract is as follows: An annual increase of \$99,395.40, which represents a 5.23% increase due to increased hourly rates.

**PROTEST**

No protest received for this requirement.

**PRIOR COUNCIL ACTION:**

NA

**AMOUNT AND SOURCE OF FUNDING:**

Amount: \$5,997,809.40

Funding Source: 322-520010-1000-22080-P2218

321-522150-2305-21610

225-522150-2580-25100

225-522150-2580-25140

Account: General Funds, Environmental Fees and Animal Services

2023-0026R Customer Service Call Center - Staffing & Management Service Operations

Revised 2/23/2022-V2 – Previous Versions Obsolete

HAVE ALL AFFECTED DEPARTMENTS BEEN NOTIFIED? ☒ YES ☐ NO

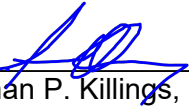
PRIMARY DEPARTMENT: Fire

SECONDARY DEPARTMENT: Purchasing & Strategic Sourcing

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\*\*\*\*\*REQUIRED AUTHORIZATION\*\*\*\*\*

DEPARTMENT HEAD:

  
\_\_\_\_\_  
Fire Chief Jonathan P. Killings, El Paso Fire Department

**PROJECT FORM  
(RFP)**

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Please place the following item on the **REGULAR** agenda for the Council Meeting of **January 31, 2023**.

**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 on the award of solicitation 2023-0026R Customer Service Call Center - Staffing & Management Service Operations to Datamark, Inc., for an initial three (3) year term for an estimated amount of \$5,997,809.40. The award also includes a three (3), one (1) year options for an estimated amount of \$5,997,809.40. The total value of the contract is, including the initial term plus the option, for a total of six (6) years, for an estimated amount of \$11,995,618.80. This contract will provide management and operation services which assist in managing the daily call volumes for multiple departments for the 311 phone line.

**Contract Variance:**

The difference based in comparison to the previous contract is as follows: An annual increase of \$99,395.40, which represents a 5.23% increase due to increased hourly rates.

Department:	Fire
Vendor:	Datamark, Inc. El Paso, TX
Item(s):	All
Initial Term:	3 Years
Option to Extend:	Three (3), one (1) year
Annual Estimated Award:	\$1,999,269.80
Initial Term Estimated Award:	\$5,997,809.40 (3 Years)
Total Estimated Award:	\$11,995,618.80 (6 Years)
Account No.:	322-520010-1000-22080-P2218 321-522150-2305-21610 225-522150-2580-25100 225-522150-2580-25140
Funding Source:	General Funds, Environmental Fees and Animal Services
District(s):	All

This is a Request for Proposal, service contract.

The Purchasing & Strategic Sourcing and Fire Departments recommend award as indicated to Datamark, Inc. the highest ranked proposer based on evaluation factors established for this procurement. In accordance with this award, the City Manager or designee is authorized to exercise future options if needed.

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## CITY OF EL PASO RFP SCORESHEET

PROJECT: 2023-0026R Customer Service Call Center - Staffing &amp; Management Service Operations

## Evaluation of Submittal

		DATAMARK INC El Paso, TX	TTEC Holdings, Inc DBA TTEC Government Solutions, LLC Englewood, CO	Magellan Solutions USA, Inc Coppell, TX	22nd Century Tehnologies, Inc. McLean, VA	The Outsource Connection, Inc. El Paso, TX	The Convention Store, Inc. Millersville, MD	GC Parent, LLC DBA GC Services Limited Partnership Houston, TX	Senture, LLC London, KY	Tele Network DBA OneSupport San Marcos, TX	Group O, Inc DBA Group Marketing Solutions Millan, IL	Continuum Global Solutions, LLC DBA Continuum Government Solutions, LLC FKA Skyview SPV I, LLC Dallas, TX
	MAX POINTS											
Factor A - Proposal Cost												
	30	\$ 5,997,809.40	\$ 8,874,177.68	\$ 8,822,637.00	\$ 7,877,014.80	\$ 6,477,220.80	\$ 11,399,061.00	\$ 9,328,563.60	\$ 8,901,222.00	\$ 8,728,605.60	\$ 11,580,300.00	\$ 11,035,921.20
		30.00	20.28	20.39	22.84	27.78	15.79	19.29	20.21	20.61	15.54	16.30
Factor B - Experience – Comparable Contracts												
	15	13.57	13.71	12.71	7.93	8.86	12.00	14.29	13.29	10.50	13.00	8.57
Factor C - References												
	10	8.67	10.00	6.67	6.67	5.33	9.33	0.00	5.33	3.33	10.00	5.33
Factor D - On-Site Personnel Experience and Qualifications												
	15	14.00	12.57	13.14	14.00	9.14	12.43	13.86	13.00	9.29	8.71	6.57
Factor E - Project Implementation												
	20	16.57	17.14	18.71	17.43	16.14	15.57	17.43	9.43	16.29	12.14	15.57
Factor F - Employee Medical Benefits & Incentives												
	10	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00
TOTAL SCORE	100	84.81	75.70	73.64	70.87	69.25	67.12	66.86	63.26	62.02	61.40	54.35
Rank		1	2	3	4	5	6	7	8	9	10	11



**CITY OF EL PASO**  
**REQUEST FOR PROPOSALS TABULATION FORM**  
**REVISED**



Bid Opening Date: November 16, 2022

Solicitation #: 2023-0026R

Project Name: Customer Call Center - Staffing & Management Service  
Operations

Department: Fire

VENDOR'S NAME:	LOCATION:	AMENDMENT(S) ACKNOWLEDGED:
22nd Century Technologies, Inc.	McLean, Virginia	YES
Continuum Global Solutions, LLC DBA Continuum Government Solutions, LLC FKA Skyview SPV I, LLC	Dallas, Texas	YES
DATAMARK INC	El Paso, Texas	YES
GC Parent, LLC DBA GC Services Limited Partnership	Houston, Texas	YES
Group O, Inc DBA Group Marketing Solutions	Millan, Illinois	YES
Magellan Solutions USA, Inc	Coppell, Texas	YES
Senture, LLC	London, Kentucky	YES
Tele Network DBA OneSupport	San Marcos, Texas	YES
The Convention Store, Inc.	Millersville, Maryland	YES
The Outsource Connection, Inc.	El Paso, Texas	YES
TTEC Holdings, Inc DBA TTEC Government Solutions, LLC	Englewood, Colorado	YES
<b>RFPs SOLICITED: 521    LOCAL RFPs SOLICITED: 175    RFPs RECEIVED: 11    LOCAL RFPs RECEIVED: 2    NO BIDS: 6</b>		

NOTE: The information contained in this RFP tabulation is for information only and does not constitute actual award/execution of contract.

Approved: \_\_\_/s/\_\_\_

Date: 12/20/2022

2023-0026R Customer Call Center - Staffing Management Service Operations

# Supplier Participation

2023-0026R

## Customer Service Call Center - Staffing & Management Service Operations

Issue Date: 10/11/2022

Questions Deadline: 10/26/2022 05:00 PM (MT)

Response Deadline: 11/9/2022 02:00 PM (MT)

### Contact Information

Contact: Paula Salas  
Address: Purchasing & Strategic Sourcing  
City 1  
300 N. Campbell  
El Paso, TX 79901  
Phone: 1 (915) 2121192  
Email: [salaspx@elpasotexas.gov](mailto:salaspx@elpasotexas.gov)

### External Invitation Summary

Invite Email	Auto Approve	Invitation Date	Email Status	Status	Status Date
CSENQUIRIES@HCL.COM	Yes	10/4/2022		Created	10/4/2022
CSEnquiries@hcl.com	Yes	10/4/2022		Created	10/4/2022
DWEINBERG@AIMLA.COM	Yes	10/4/2022		Created	10/4/2022
INFO@ALORICA.COM	Yes	10/4/2022		Created	10/4/2022
inquiry@apfco.com	Yes	10/4/2022		Created	10/4/2022
Marketing@Datamark.net	Yes	10/4/2022		Created	10/4/2022
Matt.Lochausen@datamark.net	Yes	10/4/2022		Created	10/4/2022
Michelle.Hayes@datamark.net	Yes	10/4/2022		Created	10/4/2022
OMBUDSMAN@TWC.TEXAS.GOV	Yes	10/4/2022		Created	10/4/2022
USACUSTOMERCARE@XEROX.COM	Yes	10/4/2022		Created	10/4/2022