



Legislation Details (With Text)

File #:	23-152	Version:	4	Name:	
Type:	Other Bids, Contracts, Procurements	Status:		Agenda Ready	
File created:	1/24/2023	In control:		City Council	
On agenda:	1/31/2023	Final action:			
Title:	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.

Sponsors:

Indexes:

Code sections:

Attachments: 1. 2023-0026R Packet 1

Date	Ver.	Action By	Action	Result
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CITY OF EL PASO, TEXAS

LEGISTAR AGENDA ITEM SUMMARY FORM

DISTRICT, DEPARTMENT, CONTACT INFORMATION:

Please choose District and Department from drop down menu. Please post exactly as example below.

No Title's, No emails. Please use ARIAL 10 Font.

All Districts

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

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

AGENDA LANGUAGE:

This is the language that will be posted to the agenda. Please use ARIAL 11 Font.

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

Award Summary:

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