



## Legislation Details

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