



City Council Report

Date: December 8, 2014
To: City Council
Through: Alex Deshuk, Manager of Technology and Innovation
From: Edward Quedens, MPA, C.P.M., CPPO, Business Services Director
Matt Bauer MBA, CPPO, CPPB, CPSM, Procurement Administrator
Subject: Contract Amendment for the Unified Connection System Upgrade and Related Purchases (**Citywide**)

Purpose and Recommendation

Council is requested to approve a contract amendment to the Mesa Contract for the Unified Connection Upgrade and related purchases, as recommended. A committee representing Water Resources, Energy Resources, Information Technology, and Purchasing evaluated the upgrade scope and pricing, as well the related items.

The evaluation committee recommends approval of the amendment with Unify, Inc. at \$62,658.64; purchase of an audio recording upgrade from Gosserco, Inc. (a Mesa vendor) at \$18,173.94; purchase of a server from Insight Public Sector at \$4,448.53; and purchase of personal computers from Dell, Inc. at \$6,172.63, for the combined total award of \$91,453.74.

Background / Discussion

The Utilities Control Center (UCC) answers emergency calls from citizens for City utilities (electric, gas, wastewater, and water), including natural gas emergencies, water main breaks, electrical outages, sewer overflows, and traffic signal outages. UCC staff determines the nature of the emergency and dispatches the appropriate on-call field staff. The UCC receives approximately 57,000 calls per year. Because calls are typically triggered by emergencies, a single emergency can result in a large volume of simultaneous calls.

At present, UCC staff use the Unify OpenStage phone system which is used by most City staff. This system, originally approved by City Council in May 2010, is not set up to handle large volumes of simultaneous phone calls, nor does it include dispatching features. The proposed upgrade, accomplished through an amendment to an existing contract with Unify, will greatly improve the UCC's ability to handle large volumes of simultaneous calls and provide the dispatching capabilities needed by the UCC to better communicate with the field personnel. This upgrade will result in a more effective UCC operation which will improve customer service and emergency response.

Utilizing Unify through a contract amendment is beneficial since the implementation and support will be with the vendor who “owns” the system. The advantages to the City include a smoother implementation (less cost to the City in terms of staff time), the new module is guaranteed to be a part of the system, direct support from the manufacturer, and when quoted against BlackBox technologies, Unify offered the best price.

Because of their critical nature, all calls to the UCC are captured by an audio recording system. This effort includes an upgrade to the current recording system which provides the ability to record both types of calls (analog and voice over internet protocol). Gosserco, Inc. (a Mesa vendor) was the lowest priced, responsive and responsible bidder for the recording system upgrade.

To support the recommended upgrade, the hardware purchases below are necessary. The State contracts were competitively bid and meet the City’s procurement requirements and allow for cooperative use. Pricing is competitive due to high volume (regional/national) purchases and it is unlikely that competitively bidding will produce better pricing than through the cooperative contracts.

Alternatives

Council may choose not to authorize the amendment for the Xpert module; however, OpenScape software is proprietary to Unify, Inc. and may be acquired only from them or certain authorized resellers. In this instance, Unify provided lower pricing than the single authorized reseller. Further, Council may choose not to authorize the audio recording upgrade purchase and new responses will be solicited. Finally, Council may choose not to authorize the purchases using the State contracts.

Fiscal Impact

This project is funded by the Water Resources and Energy Resources department operating budgets.

Coordinated With

Water Resources, Energy Resources, Information Technology and Purchasing

AWARD RECOMMENDATIONS

I. PURCHASING INFORMATION

Action: Award

Procurement Type: Quoted Pricing

Mesa Contract Number: 2010137

Responses: Two

Local Consideration: Unify had the lowest pricing, so Management Policy #214 was not applicable to this procurement

Unify, Inc.
Boca Raton, Florida

Description
<u>Amendment 1 to include:</u> Software at \$36,548.21 plus 8.05% Sales Tax at \$2,942.13; Hardware at \$2,923.00 plus 8.05% Sales Tax at \$235.30; and Services at \$20,010.00 (SOW/Quote No. 17445 dated 10/29/2014)
Total: \$62,658.64

II. PURCHASING INFORMATION

Action: Award

Procurement Type: Small Purchase

Mesa Contract Number: 2015119

Local Consideration: Goserco had the lowest pricing, so Management Policy #214 was not applicable to this procurement

Goserco, Inc.
Mesa, Arizona

Description
<u>Audio Recording Upgrade to include</u> Hardware at \$12,285.00 plus 8.05% Sales Tax at \$988.94; and Services at \$4,900.00
Total: \$18,173.94

III. PURCHASING INFORMATION

Action: Award

Contracting Agency: State of Arizona

Contracting Agency Contract Number: ADSP012-024652

Mesa Contract Number: 2015119

***Insight Public Sector
Tempe, AZ***

Description
<u>Cisco UCS C220 Rack-Mount Server to include</u> 3.3 GHz processor, 8 GB DIMM, 300 GB hard drive, and 1-year warranty, at \$4,115.20, plus 8.1% Sales Tax at \$333.33 Total: \$4,448.53

IV. PURCHASING INFORMATION

Action: Award

Contracting Agency: State of Arizona

Contracting Agency Contract Number: ADSP010-00000010

Mesa Contract Number: 2015119

***Dell, Inc.
Round Rock, TX***

Description
Quantity Five - Dell OptiPlex 9030 All-In-One PC with Touch Screen at \$1,150.00 each, to include 8 GB RAM, 500 GB hard drive, and 3- year warranty at \$5,750.00, plus 7.35% Sales Tax at \$422.63 Total: \$6,172.63

Combined Total Award: \$91,453.74