



DEPARTMENT OF
GENERAL SERVICES

CITY OF SACRAMENTO
CALIFORNIA

5730 - 24th Street, Building One
Sacramento, CA 95822-3699

Phone: 916-808-1888
Fax: 916-399-9263

OFFICE OF THE DIRECTOR

June 17, 2005

City Council
Sacramento, California

Honorable Members in Session:

**SUBJECT: PROFESSIONAL SERVICES AGREEMENT FOR 311 CALL CENTER
CONSULTING SERVICES**

LOCATION AND COUNCIL DISTRICT: Citywide – All Districts

RECOMMENDATION:

This report recommends that the Mayor and City Council adopt the attached resolution authorizing the City Manager to execute a Professional Services Agreement with Gartner for consulting services for Phase 1 of the 311 Call Center in an amount not to exceed \$300,000.

**CONTACT PERSON: Reina J. Schwartz, Director, Department of General Services,
808-7195**

FOR COUNCIL MEETING OF: June 28, 2005

SUMMARY:

Gartner has been selected via a Request for Proposal (RFP) process to provide consulting services for Phase 1 of the City's 311 Call Center project. This report recommends that the Mayor and City Council authorize the City Manager to execute a Professional Services Agreement with Gartner for an amount not to exceed \$300,000.

COMMITTEE/COMMISSION ACTION: None

BACKGROUND INFORMATION:

One of the top priorities for General Services in FY 2005/06 is the development of a 311 Call Center. Proposed to "go live" around July 2006, the 311 Call Center will receive and respond to non-emergency service requests related to all City services (other than law enforcement). A 311 Call Center will benefit city residents by providing greater accessibility to City services, keeping the service delivery process simplified, and reducing the number of non-emergency calls that are currently received by the 911 communication center.

On May 13, 2005, the Department of General Services issued a RFP that invited proposals from qualified firms to provide all necessary services required to serve as Project Manager for Phase 1 of the City's 311 Call Center project. Necessary services include, but are not limited to, coordination of the development of the 311 Call Center goals and objectives, and project planning in this initial phase of the project. Responses were received from the following firms:

Gartner
PSComm, LLC
ThirdWave Corporation
Agile Global Solutions, Inc.
Avalon Enterprise Solutions, Inc.

A Consultant Selection Panel (CSP) consisting of staff from the Department of General Services, Information Technology Department, and Police Department reviewed the proposals for qualifications, work plan, and project schedule. Gartner, the top ranked firm, was interviewed by the CSP on June 17, 2005 and chosen as the best qualified to provide the services described in the RFP.

FINANCIAL CONSIDERATIONS:

Sufficient funding exists in the Department of General Services FY 2004/05 operating budget for the proposed Professional Services Agreement with Gartner for an amount not to exceed \$300,000. Year-end closing deadlines will not allow for this agreement to be encumbered in FY 2004/05. Therefore, \$300,000 from the Department of General Services FY2004/05 operating budget will be carried over into FY2005/06 for the 311 Call Center Consulting Services.

Full implementation of the 311 Call Center will require an investment of time and resources by all departments in the City in order to maximize the benefit. Staff will return to the Mayor and Council within approximately 45 days with a formal work plan, timeline and proposed funding and staffing requirements.

ENVIRONMENTAL CONSIDERATIONS:

Approval of the proposed Professional Services Agreement is not a "project" as defined by the California Environmental Quality Act because it does not involve an activity that will cause a direct or indirect physical change in the environment and does not require further environmental review.

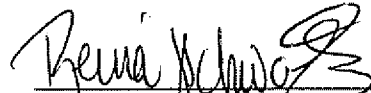
POLICY CONSIDERATIONS:

The requested action is consistent with Chapter 3.64.020 of the Sacramento City Code and with the City of Sacramento Strategic Plan Goal to achieve livability and sustainability.

ESBD CONSIDERATIONS:

The RFP for Phase 1 of the 311 Call Center project was announced on the City's website at <http://www.pwsacramento.com/bids/list.cfm>. Four of the five firms that submitted proposals are either certified ESBE firms by the City of Sacramento or proposed using sub-consultants that are certified ESBE firms by the City of Sacramento. Firms that are ESBE certified by either the City of Sacramento or the State of California, Department of General Services received five percent bid preference under the RFP evaluation criteria. The top ranked firm, Gartner, is not an ESBE certified firm.

Respectfully submitted,


Reina J. Schwartz, Director,
Department of General Services

RECOMMENDATION APPROVED:



ROBERT P. THOMAS
City Manager

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RESOLUTION NO.

ADOPTED BY THE SACRAMENTO CITY COUNCIL

ON DATE OF _____

RESOLUTION AUTHORIZING THE CITY MANAGER TO EXECUTE A PROFESSIONAL SERVICES AGREEMENT FOR 311 CALL CENTER CONSULTING SERVICES

Whereas, the 311 Call Center is consistent with the City of Sacramento Strategic Plan Goal to achieve sustainability and livability;

Whereas, the establishment of a 311 Call Center is a priority for the City of Sacramento; and

Whereas, a 311 Call Center will benefit City residents by providing greater accessibility to City services.

NOW THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO THAT:

1. The City Manager is authorized to execute a Professional Services Agreement with Gartner for consulting services for Phase 1 of the City's 311 Call Center project in an amount not to exceed \$300,000; and
2. The Finance Director is authorized to carryover up to \$300,000 from the Department of General Services FY2004/05 operating budget into FY2005/06 for the 311 Call Center Consulting Services.

MAYOR

ATTEST:

CITY CLERK

FOR CITY CLERK USE ONLY

RESOLUTION NO.: _____

DATE ADOPTED: _____