



REQUEST FOR CITY COUNCIL ACTION

MEETING DATE:

February 17, 2021

DEPARTMENT:

Finance

DIVISION

Purchasing

STRATEGIC OUTCOMES

- ☐ Safe & Prosperous
- ☐ Active & Appealing
- ☐ Respected & Responsible
- ☒ Connected & Engaged
- ☐ Unique & Creative

ACTION

- ☒ Motion
- ☐ Resolution
- ☐ Ordinance - Introduction
- ☐ Ordinance - Adoption
- ☐ Public Hearing

TITLE:

Reject Proposals: Unified Communications and Contact Center Solution

SUMMARY RECOMMENDATION:

Authorize the City Administrator to reject all proposals received for a Unified Communications and Contact Center Solution.

RFP #2021-20000071 (Information Technology) (Kathleen Fernandez)

STRATEGIC OUTCOME:

This item supports the City Council's vision and strategic outcome area of Connected and Engaged by enhancing voice communication services to improve citizen access to City services and staff.

REPORT:

City staff released a Request for Proposal to replace the existing telephone system with a new unified communications and contact center solution. Responses were received and evaluated by a review committee and it was determined that the pricing proposed exceeded available funding.

Staff is recommending that all proposals be rejected. Staff will request additional funding in a future budget cycle.

FISCAL REQUIREMENTS	CITY FUNDS:	\$0.00	BUDGETED:	\$0.00
	STATE FUNDS:	\$0.00	AVAILABLE TO TRANSFER:	\$0.00
	FEDERAL FUNDS:	\$0.00	IN CONTINGENCY:	\$0.00
	OTHER SOURCES:	\$0.00 \$0.00 \$0.00	FUNDING FOR THIS ITEM IS FOUND IN THE FOLLOWING ACCOUNT/FUND/CIP:	
	TOTAL:	\$0.00		
	FISCAL IMPACT STATEMENT:			
ADDITIONAL INFORMATION	SUPPORTING INFORMATION NOT ATTACHED TO THE CITY COUNCIL ACTION FORM THAT IS ON FILE IN THE OFFICE OF THE CITY CLERK:			
	1. 2. 3. 4. 5.			
ADDITIONAL INFORMATION	IF CITY COUNCIL ACTION INCLUDES A CONTRACT, LEASE OR AGREEMENT, WHO WILL BE RESPONSIBLE FOR ROUTING THE DOCUMENT FOR SIGNATURE AFTER CITY COUNCIL APPROVAL?			
	<input checked="" type="checkbox"/> Department <input type="checkbox"/> City Clerk's Office <input type="checkbox"/> Document to be recorded <input type="checkbox"/> Document to be codified			
SIGNATURES	CITY ADMINISTRATOR:		DATE:	
	Philip A. Rodriguez		2/12/2021	
	REVIEWED BY CITY ATTORNEY:		DATE:	
	Richard W. Files		2/11/2021	
	RECOMMENDED BY (DEPT/DIV HEAD):		DATE:	
	Lisa Marlin		2/4/2021	
SIGNATURES	WRITTEN/SUBMITTED BY:		DATE:	
	Melinda G. Holmes/Robin R. Wilson		2/4/2021	