



THE CITY OF SAN DIEGO
REPORT TO THE CITY COUNCIL

DATE ISSUED: February 4, 2011 REPORT NO: 11-021
ATTENTION: Rules Committee and Audit Committee
SUBJECT: Report from the Department of Information Technology regarding the Help Desk and Desktop Support Contract #4600000141 (2) year extension request.
REFERENCE: Contract #4600000141

REQUESTED ACTION:

Recommend approval to City Council

STAFF RECOMMENDATION:

The Department of Information Technology requests the extension of the current En Pointe contract #4600000141 for (2) years. This will include the consolidation of the San Diego Police Department helpdesk into the current En Pointe contract at no incremental cost.

SUMMARY:

The City of San Diego issued RFP #9430-09-A on September 8, 2009 to compete the Tier 1 helpdesk and desktop support services which SDDPC had provided to the City for over 30 years. The RFP requested bids to provide Tier 1 helpdesk and desktop support services to the City, excluding the Police Department, to look into opportunities for cost reduction of the Tier 1 services. These Tier 1 services include helpdesk services for all participating City employees to get support for standard computer operating system, applications and computer hardware related problems and desktop support services where a technician is dispatched to fix computer related issues.

On April 12, 2010 the City Council approved contract #4600000141, which is a one year contract with potentially (2) two year extensions. The first year cost of the contract was a fixed price, \$1.23M which included a onetime \$30,000 transition cost, a direct cost savings of \$700k in FY11. The contract allows for, the City to have the option of (2) two year extensions at a cost of \$1.26M for year 2 and \$1.26M for year 3. The cost in year 4 is \$1.33M and \$1.33M in year 5.

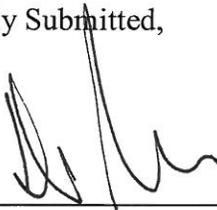
All of the participating City Departments transitioned to En Pointe Technologies as its helpdesk and desktop service provider on August 1, 2010. Over the course of next three months the City

went through a stabilization period thru October 31, 2010. During the stabilization period and as of the first 3 months of post stabilization the City end users have seen no reduction in the quality of helpdesk and desktop services provided to them. Also, the City has not incurred an escalation in cost. As a result, working in conjunction with the San Diego Police Department the Department of Information Technology is proposing to consolidate the SDPD helpdesk into the current City, En Pointe helpdesk and desktop contract.

This consolidation will result in about \$250K per year in City general fund savings and will not cause any incremental cost increases to the En Pointe contract. Any transition cost incurred will be borne by En Pointe as part of the current City contract. Additionally, the current hours of operation for the SDPD helpdesk are 7am – 5pm, Monday – Friday. By consolidating the SDPD helpdesk into the current City contract, the level of operational service availability for helpdesk services will increase to 24 X 7, 365 day per year. This proposed consolidation will only impact helpdesk services. SDPD desktop services will remain with their current support model.

In summary, through the first six months of the En Pointe helpdesk and Desktop support contract the City has seen no degradation in the helpdesk and desktop support services being provided. The City has already realized approximately \$530K in savings in the current fiscal year while receiving increased service levels and hours of operations. By approving the City / En Pointe contract (2) year extension and consolidating the SDPD helpdesk into the current contract, the City will continue to realize even more savings than initially projected.

Respectfully Submitted,



Naresh Lachmandas,
Director, Department of Information Technology