



THE CITY OF SAN DIEGO

MEMORANDUM

DATE: February 3, 2011
TO: Rules, Open Government, and Intergovernmental Relations Committee
FROM: Naresh Lachmandas, Director of Information Technology
SUBJECT: Responses to Questions Received from Rules Committee 01/12/11

Responses to Questions Received from Rules Committee 01/12/11

Council Member Lightner:

1) Were there any escalations in the cost of the En Pointe contract?

No. The En Pointe contract is a not to exceed, fixed price contract (\$1.23 million for year 1). Attached are copies of all the invoices we have received from En Pointe related to the Help Desk contract.



Grid of En Pointe invoices with labels: Jan 2011 \$100,000, Dec 2010 \$100,000, Nov 2010 \$100,000, Oct 2010 \$100,000, Sept 2010 \$100,000, Aug 2011 \$100,000, Aug 2011 \$30,000 One-Time Transition Costs per Contract. Includes text: En Pointe Invoices, Transition May-July '10, New City Help Desk Aug '10.

Below is the summary of savings for the first year and projected vs. actual including the one-time transition costs from SDDPC.

Year 1 Savings Analysis					
		FY10 Baseline	Projected	Actual	Actual
	En Pointe	SDDPC	Savings	Costs	Savings
Aug '10	\$130,000	\$193,333	\$63,333	\$130,000	\$63,333
Sept '10	\$100,000	\$193,333	\$93,333	\$100,000	\$93,333
Oct '10	\$100,000	\$193,333	\$93,333	\$100,000	\$93,333
Nov '10	\$100,000	\$193,333	\$93,333	\$100,000	\$93,333
Dec '10	\$100,000	\$193,333	\$93,333	\$100,000	\$93,333
Jan '11	\$100,000	\$193,333	\$93,333	\$100,000	\$93,333
Feb '11	\$100,000	\$193,333	\$93,333	\$100,000	\$93,333
Mar '11	\$100,000	\$193,333	\$93,333	\$100,000	\$93,333
Apr '11	\$100,000	\$193,333	\$93,333	\$100,000	\$93,333
May '11	\$100,000	\$193,333	\$93,333	\$100,000	\$93,333
June '11	\$100,000	\$193,333	\$93,333	\$100,000	\$93,333
July '11	\$100,000	\$193,333	\$93,333	\$100,000	\$93,333
	\$1,230,000	\$2,320,000	\$1,090,000	\$1,090,000	\$1,090,000
	Less SDDPC One-time transition	\$400,000		\$368,000	
		Total Year 1 Savings	\$690,000		\$722,000

Shaded items are projected

2) What does the number 2025/166 on the September dashboard refer to?

The number 2025 on the September dashboard refers to the total number of incidents created in the Clarify Helpdesk system, both billable and non-billable incidents, during the month. The 166 number refers to the number of incidents that were in a non-closed or cancelled status at the end of the month.

3) What is the 90 % number under desktop attainment on the September dashboard referring to?

The 90% number in the desktop attainment box of the September dashboard refers the percentage of incidents that the desk top group met the Service Levels as defined in the

contract. En Pointe was within the allowable tolerance based . Below you will find the details behind the data dashboard item for desktop attainment.

City of San Diego Deskside Support Summary for September -2010

Case Statistics	
Total Deskside Incidents	313
Misrouted/Rejected	36

Service Level Attainment					
Priority	Service Definition	Qty	Attained	Not attained	% of Attainment
High (Std Bus. Hrs)	Bus. Critical system failure	7	7	0	100%
High (After Hrs.)	Bus. Critical system failure	0	0	0	N/A
Medium	Non-critical bus. impact	277	250	27	90%
Low	Non-critical no bus. impact	16	15	1	94%
IMAC	Install, Add, Move	13	13	0	100%

On page 9 or 46 of the contract, you will find the defined SLA's for Desktop support below.

D EXPECTED SERVICE AND PERFORMANCE LEVELS

Priority	Service Definition	SLA to Resolution	Notes
High (Std Bus. Hrs)	Bus. Critical system failure	4 hours	
High (After Hrs.)	Bus. Critical system failure	6 hours	Onsite in 2 hrs.
Medium	Non-critical bus. impact	8 hours	
Low	Non-critical no bus. impact	50% in 1 bus. day	
Low	Non-critical no bus. impact	85% in 2 bus. day	
Low	Non-critical no bus. impact	98% in 4 bus. day	
Service Request	Install, Add, Move	5 bus. days	

4) What does 90% / 52% FCR refer to on the September dashboard refer to?

FCR refers to first call resolution. The 90 % is the percentage of eligible incidents that were resolved on the first call. The 52% refers to the percentage of all calls that were resolved on the first call. This is within the tolerance on the contract that required First Call Resolution at 65%.

5) What is the meaning of the Month End breakdown by group slide and what is the significance of the 4 different groups?

The Month End breakdown by group slide shows where tickets have been assigned and closed during the month. The four groups that are shown are Tier 1 helpdesk, Tier 1 desktop, Tier 2 SDDPC and Tier 2 City Departments.

6) Are the items that are Tier 2 paid for by the Helpdesk contract and part of the fixed price?

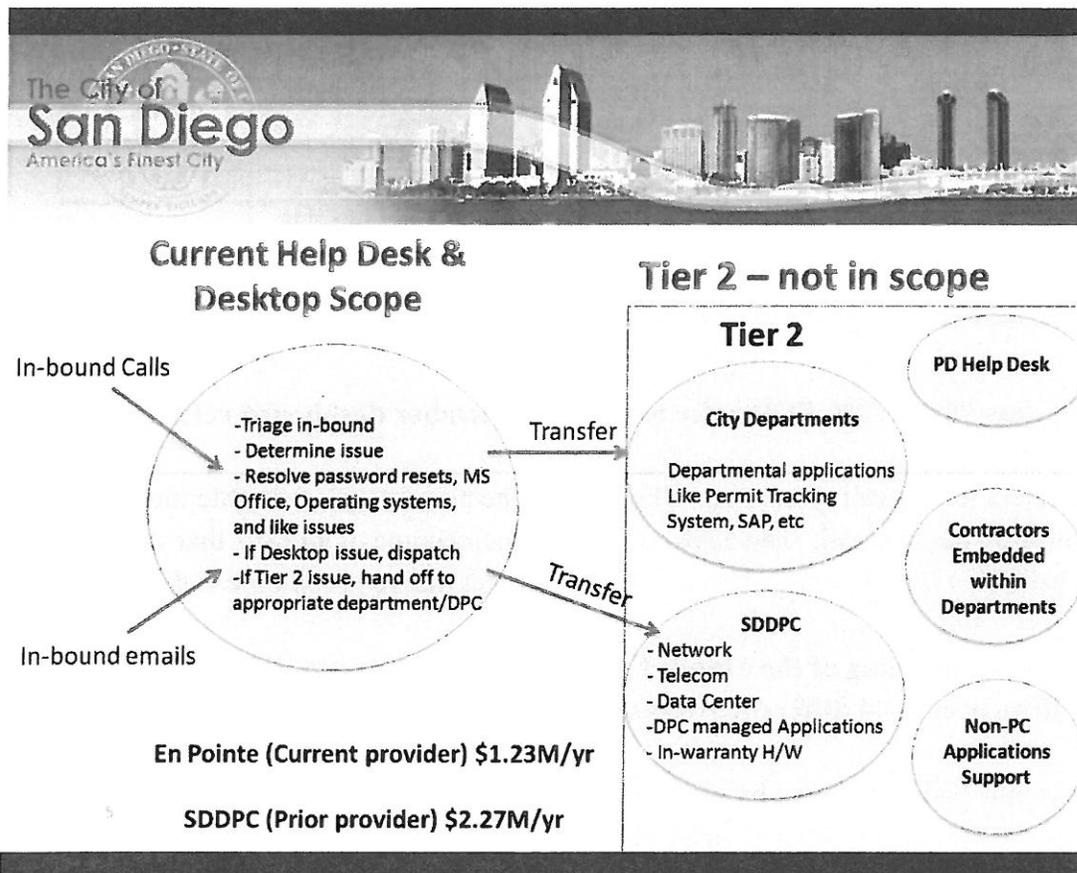
Tier 2 support was not and is not in the scope of the En Pointe contract and is not a part of the fixed price Helpdesk and Desktop support contract.

7) What is the cost of Tier 2 support items?

We have no breakdown by department of Tier 2 support. There are over 200 departmental applications across the City. Maintenance and support for these applications are managed by SDDPC and the City Departments.

8) How was this done before we outsourced the helpdesk to En Pointe?

SDDPC and City Departments were managing these Tier 2 incidents prior to En Pointe. The Help Desk in both incidents would transfer or hand-off the ticket to the Tier 2 support group.



9) What is the cost of Tier 2 support before En Pointe and after?

No change in the support model. See response to item 7 above.

10) Who paid for the change the Fire Department requested for the email notification provided by the Helpdesk system?

The Clarify notification email changes, that were suggested by SDFD, were made by En Pointe and there was no charge to the City.

11) Did you contact any of the companies that did not bid on the Helpdesk and Desktop RFP to seek feedback?

No. The City did not contact those companies that did not bid for this RFP. There were 9 companies that submitted bids for this RFP; two of these 2 respondents submitted multiple options. Follow-ups with non-responders are usually only done when an insufficient number of responses are received. That was not the case in this procurement.

12) Are you including Help Desk in the Avasant RFP?

The Help Desk is an optional service to be added in the third year of the proposed services. The City just completed an 8 month effort in April 2010 to get competitive bids for the Help Desk operations resulting in annual savings of over \$1M. The Help Desk migration to En Pointe has been stabilized and is operating well.

When the selected partner from the Sourcing RFP has stabilized operations, the City will then explore opportunities for further consolidation. From a cost comparison standpoint, the Help Desk contract cost is less than 3.5% of the scope that is planned to be included in the Sourcing RFP.

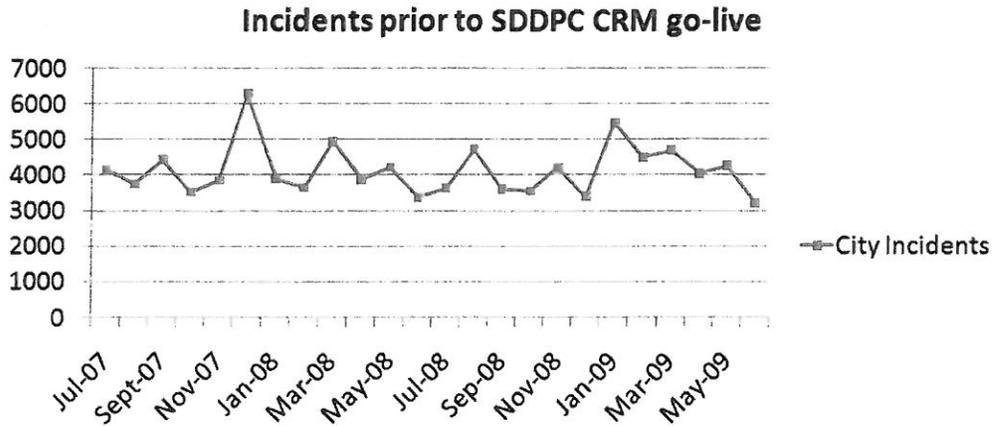
Council Member Gloria:

13) What are the 1,857 calls on the Monthly ACD report?

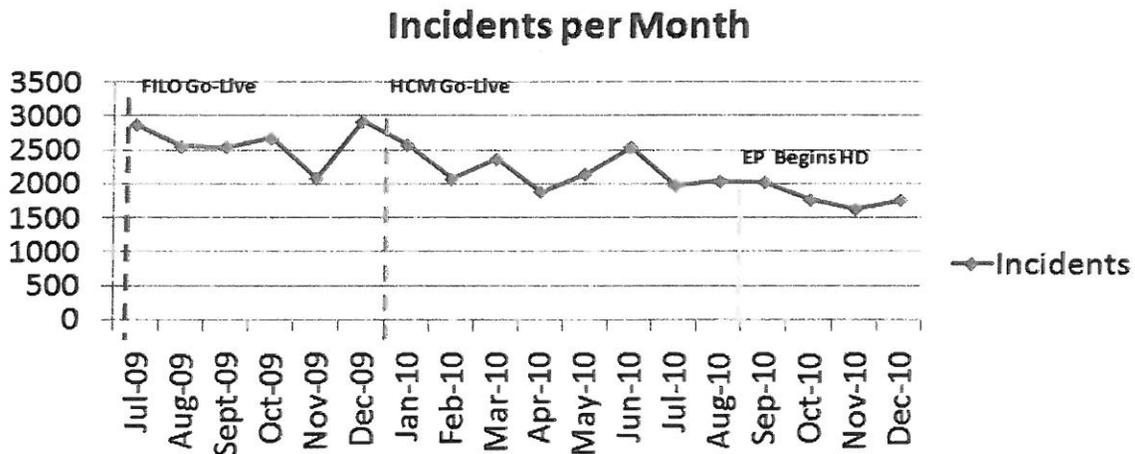
The number of calls on the ACD report refers to the total number of phone calls that were made to the helpdesk. Not all calls result in the incident being created. Following industry standard approach with En Pointe's solution, calls for the same issue will not result in the creation of multiple incidents.

14) Were the previous SDDPC helpdesk numbers tracking at 3300 per month on average?

The average call volumes were based on historical numbers that were derived from two different SDDPC helpdesk systems. Prior to May '09, the average was around 4000 incidents based on the data provided by SDDPC.



Using a baseline of Jan 2009 through Feb 2010, the average number of monthly incidents were 3316.



15) What is the role of Grey Systems?

On January 12, 2011 Todd Dominguez (En Pointe) stated that Grey Sourcing (previously Grey Systems) is a sub-contractor to En Pointe and has both Help Desk staff in Gardena and Desktop staff in San Diego assigned to the City of San Diego contract.

16) Are any helpdesk calls being handled off shore?

No. All calls related to the City of San Diego Help Desk contract are being answered and resolved in Gardena, Ca or San Diego, Ca.

Council Member Emerald:

17) Are we realizing the savings from the new contract?

Yes. See response to (1) above

18) Why are calls down from what was projected and about half of contracted amount?

The projected calls were based on historical information provided to the City from SDDPC.

We believe these reductions may be a result of the following:

- the SAP solution has stabilized
- En Pointe's process of providing feedback to the customer on resolution which enables self-sufficiency (see attachment 2)
- VIP Tickets not being logged in En Pointe's Clarify system
- Implementation of Weekly Enterprise System Change Management by the Department of IT which has resulted in a stabilization of the various large Citywide and departmental application and platforms

As referenced in the April 2nd, 2010 Memo to City Council, here was the rationale for establishing the incident levels in the contract:

The original RFP listed the number of incident tickets as 3,500. In an effort to accurately project the number of incident tickets and build in a buffer to prevent unnecessary additional payments, the City requested that each of three short-listed firms submit a proposal based upon a 20% increase in incident ticket volume. The 4,200 incident tickets in the En Pointe contract is based upon the City's best estimate of the incident ticket volume and includes the 20% increase over the original 3,500. En Pointe attempted to partly offset the higher cost of 100% on-shore work by providing a higher allowance, 4,500, on the # of incident tickets while eliminating the off-shore component. All work will be accomplished on-shore.

19) Are calls falling through the cracks?

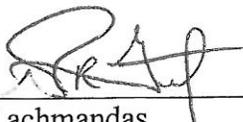
The Department of IT is not aware of any calls falling through the cracks or going to the SDDPC Help Desk. As part of the transition process, the Department of IT coordinated weekly sessions for 3 months with SDDPC and En Pointe to discuss and review operations and issues. Additionally, a rule was established that any calls to SDDPC related to Help Desk, the SDDPC staff would advise the caller to use the new Help Desk. At no point during these weekly review sessions or subsequently has SDDPC advised the Department of IT that they are still receiving Help Desk related calls from City users.

20) Did we contact companies that did not bid on RFP?

See response to item (11)

21) What is the value of Tier 2 work?

See response to item (7)



Naresh Lachmandas
Director Information Technology
(Noel Gilchrist signing for Naresh Lachmandas)

Attachment:

1. Copies of En Pointe invoices, August 2010 – January 2011
2. Examples of Positive Comments from Customer Satisfaction Surveys

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18701 S. Figueroa St,
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Fax: (310)258-2309
Website: www.enpointe.com

Service Invoice

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California Republic Bank
ABA# 122244854
Acct#/Name: 3301001693/En Pointe Technologies

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Invoice Number 92208604
Service Invoice No 92208604
Document Date 01/31/2011
Purchase Order No. 9530-09-A
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Purchase Order Date 01/31/2011
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Debit Memo Details

Table with 6 columns: Item, Mfg Part# / Mfg Name/Material Description, Tax, Quantity, Unit Price, Amount. Row 1: 0010 MISC106/ SERVICES, HELP DESK SUPPORT... Amount: 100,000.00. Summary rows: Sub Total \$ 100,000.00, Total amount... \$ 100,000.00.

Customer Notes
City of San Diego Help Desk and Break-Fix support, November, 2010.

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Invoice Number 92195553
Service Invoice No 92195553
Document Date 12/31/2010
Purchase Order No. 9530-09-A
Payment Due Date 01/25/2011
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Item	Mfg Part# / Mfg Name/Material Description	Tax	Quantity	Unit Price	Amount
0010	MISC106/ SERVICES, HELP DESK SUPPORT GLOBAL SERVICE DESK AND DESKTOP SUPPORT FOR THE CITY OF SAN DIEGO, NOVEMBER, 2010.	0.00	1EA	100,000.00	100,000.00
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					Freight \$
					Handling Charge \$
					Amount subject to sales tax \$ 100,000.00
					Sales tax-State \$
					Sales tax-Local \$
					Total Taxes \$
					Sub Total w/Tax \$ 100,000.00
					Trade In \$
					Total amount.... \$ 100,000.00
<p>APPROVED by:  Date: 1/4/11</p> <p>APPROVED by:  Date: 1/5/2011</p> <p>Customer Notes City of San Diego Help Desk and Break-Fix support, December, 2010.</p>					

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Invoice Number	92179760
Service Invoice No	92179760
Document Date	11/29/2010
Purchase Order No.	9530-09-A
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Purchase Order Date	11/29/2010
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Salesperson	Todd Dominguez

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0010	MISC106/ SERVICES, HELP DESK SUPPORT GLOBAL SERVICE DESK AND DESKTOP SUPPORT FOR THE CITY OF SAN DIEGO, NOVEMBER, 2010.	0.00	1EA	100,000.00	100,000.00
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					Freight \$
					Handling Charge \$
					Amount subject to sales tax \$ 100,000.00
					Sales tax-State \$
					Sales tax-Local \$
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					Sub Total w/Tax \$ 100,000.00
					Trade In \$
					Total amount... \$ 100,000.00

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Date: 12/3/2010

Customer Notes
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Customer Notes
City of San Diego Help Desk and Break-Fix support, September, 2010.

Sub Total \$ 100,000.00
Freight \$
Handling Charge \$
Amount subject to sales tax \$ 100,000.00
Sales tax-State \$
Sales tax-Local \$
Total Taxes \$
Sub Total w/Tax \$ 100,000.00
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Invoice Number 92151604
Service Invoice No 92151604
Document Date 09/30/2010
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					Total Taxes \$
					Sub Total w/Tax \$ 100,000.00
					Trade In \$
					Total amount... \$ 100,000.00
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Invoice Number 92135433
 Service Invoice No 92135433
 Document Date 08/31/2010
 Purchase Order No. 9530-09-A
 Payment Due Date 09/25/2010

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				Sub Total	\$ 100,000.00
				Freight	\$
				Handling Charge	\$
				Amount subject to sales tax	\$ 100,000.00
				Sales tax-State	\$
				Sales tax-Local	\$
				Total Taxes	\$
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				Trade In	\$
				Total amount...	\$ 100,000.00
<p>APPROVED by: <u>[Signature]</u> Date: <u>9/3/10</u></p> <p>APPROVED by: <u>[Signature]</u> Date: <u>9/3/2010</u></p> <p>Customer Notes City of San Diego Help Desk and Break-Fix support, August, 2010.</p>					

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 18701 S. Figueroa St,
 Gardena, CA 90248-4506

Phone: (310)337-5200 *pmt 5200092384*
 Fax: (310)258-2309 *pd 9-21-10 # 20007851*
 Website: www.enpointe.com *mfg 5000056353*

pl 100.1010
po 4500016789

Service Invoice

Please Wire Payment in US Dollars To:
 California Republic Bank
 ABA# 122244854
 Acct#/Name: 3301001693/En Pointe Technologies

Please Remit Payment in US Dollars To:
 En Pointe Technologies
 P.O. Box 514429
 Los Angeles, CA 90051-4429

Customer Account Number:
 6001105

02-27-10 #1076779

Billing Address
 Attn : Executive Complex - Contract # 4600
 City of San Diego / Dpt Of info Tech
 Executive Complex - Contract # 4600
 1010 Second Avenue, Suite 500-E
 San Diego CA 92101-4998

Ship-To Party Address
 City of San Diego / Dpt Of info Tech
 Executive Complex - Contract # 4600
 1010 Second Avenue, Suite 500-E
 San Diego CA 92101-4998

Sold-to Party Address
 City of San Diego / Dpt Of info Tech
 1010 Second Avenue, Suite 500-E
 SAN DIEGO CA
 USA

Information

Invoice Number	92119933
Service Invoice No	92119933
Document Date	07/31/2010
Purchase Order No.	RFP#
Payment Due Date	08/25/2010
Purchase Order Date	07/31/2010
Payment Terms	Net 25
Billing Date	07/31/2010
Salesperson	Todd Dominguez

 SAVE TIME & MONEY. Receive your invoices electronically via EDI, E-mail, XML or Fax. Email your request to CreditCustomerCareCenter@enpointe.com or call 310-337-5200. We can set you up today!

 *Avoid late charges & pay by due date.

Debit Memo Details Page: 1 of 1

Item	Mfg Part# / Mfg Name/Material Description	Tax	Quantity	Unit Price	Amount	
0010	MISC110/ SERVICES, PROJECT MANAGEMENT CLIENT SVCS - SVCS, PROJ MANAGEMENT. TRANSITION COSTS FOR SCHEDULED GO-LIVE ON AUGUST 1,2010.	0.00	1EA	30,000.00	30,000.00	
					Sub Total	\$ 30,000.00
					Freight	\$
					Handling Charge	\$
					Amount subject to sales tax	\$ 30,000.00
					Sales tax-State	\$
					Sales tax-Local	\$
					Total Taxes	\$
					Sub Total w/Tax	\$ 30,000.00
					Trade In	\$
					Total amount...	\$ 30,000.00

APPROVED by: *[Signature]*
 Date: 8/11/10

APPROVED by: *[Signature]*
 Date: 8/11/2010

*****This invoice is subject to En Pointe's standard terms and conditions available at www.enpointe.com/invoiceterms.html*****

Examples of Positive Comments from Customer Satisfaction Surveys

1. Thank you for the excellent service!
2. EXCELLENT CUSTOMER SERVICE WAS PROVIDED BY Telfair, Alberto!!!!!!
3. Service technician was excellent
4. Staff is cordial, kind, and respectful; they also show a good-natured sense of humor, which is refreshing.
5. Very service oriented tech resolve my issue very quickly. I like that very much. Thank you!
6. My call was answered quickly, and the problem was resolved easily.
7. Dillon was extremely helpful and efficient with my IT needs. Thank you!
8. The technician who assisted me is very courteous and knowledgeable, with a willingness to explain the technical issue and resolution. Being involved in the process was beneficial; I now know what was done and how to resolve the issue myself if it occurs in the future. The best service I have had!
9. Everyone I spoke with was very pleasant and the technician that came to our property to correct the problem did not give up in finding a solution. We appreciate your help!
10. Great customer service, Tech tried to assist remotely, to no avail, but someone came out within 48 hours and resolved problem. Both were very personable and eager to help.
11. Very friendly and professional assistance.
12. The call process has improved since my last experience. It's good that they now seem to have access to employee information that they can just verify rather than gathering it from scratch. Thanks
13. Fast and courteous. Thanks!
14. Dylan was very courteous and kept me posted during the process. I was very happy with the service received. Thanks!
15. The Technical assistance was great and he was patient.
16. Fixed problem immediately. Thanks!
17. Thank you for being so helpful. Great customer service!!
18. The initial call to the helpdesk did not resolve the problem, however, they did try very hard and even called on their supervisor. The ticket was escalated and Tyler, the desk side tech was very helpful, responded quickly, kept me informed and came out to solve the problem.
19. I find that the service is very friendly and professional from beginning to completion. Thank you.
20. The gentleman that took my call, I believe his name was Leonard, was courteous, professional and FRIENDLY. Thank him for me.
21. Excellent! Al was very cheerful and helpful.
22. Everything was handled quickly. Thanks.
23. The person who handled my call was extremely helpful and knowledgeable.
24. Thank you for your prompt assistance!

25. Chris was wonderful. Service oriented, friendly and very patient. Please send him out every time we have an issue. He went the extra mile, fixing a separate issue in addition to the one we called him out for. You have a great employee in Chris!
26. Very pleased with how the problem was resolved. thank you.
27. Follow up made on the case is appreciated. Many thanks. ASeraficox 82307EMTS
28. Ryan, the IT Tech called the same day as the request was made but it was too late in the work-day for me. I called him early the next morning and he showed up in less than 10 minutes and solved my computer problem. He was very efficient, professional and knowledgeable of the task before him. Thank you all for fast and friendly service, now I can get back to work serving the citizens of San Diego. Thank you, James A. Hart
Building Maintenance Supervisor, Library Department.
29. Good customer service all the way down the line
30. I was really very happy with my experience with your staff, they were very professional. Starting with my first call with Al, he was very detailed asking me questions about my computer problem, then a followed up call from Robert telling me he was sending Tyler to check on my computer, and Tyler, who was really very good in assessing the problem and coming back right away with the solution. All happened really fast and I was really very satisfied. Thank you so much, I really appreciate it.