

Memorandum



CITY OF DALLAS

DATE August 10, 2012

TO Members of the Transportation and Environment Committee:
Linda Koop, Chair; Sheffie Kadane, Vice Chair; Delia Jasso, Pauline Medrano,
Mayor Pro Tem, Vonciel Jones Hill and Sandy Greyson

SUBJECT August 22, 2012 Agenda Item Briefing memo

Agenda Item 3:

Authorize (1) a five-year service contract to provide enhancements to the citywide performance measurement software – Alpha Enterprise Technologies, LLC in the amount of \$220,800; and (2) a five-year service contract for maintenance and support for the performance measurement software – Actuate Corporation in the amount of \$353,553, lowest responsible bidders of two – Total not to exceed \$574,353 – Financing: Current Funds (\$353,553) and Water Utilities Current Funds (\$220,800) (subject to annual appropriations)

Performance measurement is important in that it helps the City to understand, manage and improve the business of municipal government. The City has been using this performance management software since 2008 to automate the capture and measurement of the City's progress in meeting the goals and objectives of the City Council directed Strategic Plan. This software also tracks and produces reports on the performance measures for each City service.

The purpose of these contracts is to support the City with ongoing enhancements to and maintenance of the performance measurement system to ensure we receive uninterrupted support for the next 5 years. Maintenance activities include keeping the software current with software fixes and upgrades from the vendor. The software enhancement action with this new service contract will improve for Dallas Water Utilities the automation and efficiency of capturing and reporting performance data for reservoir water levels, water treatment operations, conservation initiatives, water meter and revenue trends, and various other historical, current and predictive information as defined by the Water Utility. These new contracts were competitively bid, with Alpha Enterprise Technologies and Actuate Corporation being the lowest responsible proposers.

Please contact me should you have additional questions.

A handwritten signature in black ink that reads "Jill Jordan".

Jill A. Jordan, P.E.
Assistant City Manager

**C: The Honorable Mayor and Members of the City Council
Mary K. Suhm, City Manager
Thomas P. Perkins, Jr. City Attorney
Rosa Rios, City Secretary
Craig Kinton, City Auditor
Judge C. Victor Lander, Administrative Judge
A.C. Gonzalez, First Assistant City Manager
Ryan S. Evans, Assistant City Manager
Forest Turner, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Edward Scott, Director, Controller's Office
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Stephanie Cooper, Assistant to the City Manager – Council Office**

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SUBJECT August 22, 2012 Agenda Item Briefing memo

Agenda Item 4:

Authorize a four-year service contract, with two one-year renewal options, for commercial wireless communication services and equipment for public safety and other City departments – Verizon Wireless through the Department of Information Resources, State of Texas Cooperative contract, most advantageous proposer of four – Not to exceed \$9,500,000 – Financing: Current Funds (subject to annual appropriations)

Wireless communication is an important technology used for voice and data communication throughout the City in support of our extensive mobile field based operations. Public Safety operations make up approximately seventy percent of all the wireless users in City operations. City departments depend on wireless technology for day-to-day services in a number of different ways:

- In-car mobile data computers connect via wireless service for emergency dispatch services;
- Water Utility, Sanitation and Equipment and Building Services transmit service order details via wireless;
- Wireless communication is used in transmitting video surveillance data from cameras;
- Building Inspection and Code Compliance use wireless technology to connect to central systems for field inspection statuses and results; and
- Cellular phone service and Email communication is fundamental for staying connected with field and central operation personnel.

The purpose of this contract is to establish firm pricing for City departments to acquire cellular goods and services. The City has operated for a number of years with this type of contract; the existing contract is currently with Verizon and has reached the end of the contract term. This new contract was competitively bid out with Verizon being the lowest responsible bidder.

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SUBJECT August 22, 2012 Agenda Item Briefing memo

Agenda Item 5:

Authorize a four-year service contract for maintenance and support of the storage area network system for the Communications and Information Services Department – VION Corporation through the General Services Administration– Not to exceed \$1,174,054 – Financing: Current Funds (subject to annual appropriations)

This contract is for the renewal of maintenance and support services from the storage area network system vendor. Storage Area Network (SAN) technology is used to pool together hundreds of dedicated hard drives on computers in the City's data center into a high speed special-purpose network for the storage and retrieval of data. Using SAN technology is much more efficient than trying to administer independent disk drives attached to over 600 computers.

The City's SAN holds the daily work output of all City staff, the databases for our applications, shared files, and electronic records. Without the renewal of the maintenance and support contract, we could not keep the software properly up-to-date and the vendor would no longer provide support during break-fix conditions. Instability in the network storage could cause significant disruption to all automated systems City-wide, including interruptions of service for citizens. The inability to adequately backup and protect data could also have significant repercussions. This contract will keep the SAN in place for another four years.

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