

# EXECUTIVE SUMMARY

## Renewal of En Pointe Help Desk & Desktop Services Contract

---

### OFFICE OF THE INDEPENDENT BUDGET ANALYST REPORT

---

**Date Issued:** March 11, 2011

**IBA Report Number:** 11-14

**City Council Docket Date:** March 14, 2011

**Item Number:** 151

---

On Monday, March 14, 2011, the City Council is being asked to approve actions to authorize the Mayor to execute the City's option for a two-year extension to the Help Desk and Desktop Support Services Contract with En Pointe Technologies, Inc. for a total amount not to exceed \$1,254,540 annually for Fiscal Year 2012 and Fiscal Year 2013. Also proposed is the transition of the Police Department Help Desk to En Pointe, under the current agreement.

Several questions have been raised during presentations made at the Rules Committee, and City staff has provided thorough responses. The IBA met with Department of Information Technology staff and with representatives of En Pointe. En Pointe described the process and the data sources used to compile monthly performance and dashboard figures reported to the City to assess service levels.

The IBA reviewed cost information. Comparing the \$1.23 million bid of En Pointe to the FY 2010 SDDPC actual costs of \$2.3 million results in the estimated annual cost savings in the budget of \$1.1 million. The IBA believes it is appropriate to compare En Pointe's winning bid (and approved contract amount) with SDDPC's prior year actual costs to determine the annual savings.

Transitioning the Police Department Help Desk function to En Pointe (under the current agreement) will reduce General Fund costs by an additional \$250,000. By utilizing En Pointe, the Police Department will also have extended hours of availability for Help Desk services, twenty-four hours a day, 365 days per year.

The En Pointe agreement and the IT Sourcing Strategy are complementary in that the Strategy plans for En Pointe to continue to provide Help Desk services for the next two-year period, as proposed, and then permits a transition, depending on the results of the upcoming competitive selection process. The IT Sourcing Strategy should not be considered an obstacle to approving the two-year extension to the En Pointe contract.

Based on the review of the proposed actions, discussion with City departments regarding service quality and the necessity to continue the provision of Help Desk services, the IBA recommends City Council approval of the actions for a two-year extension to the agreement with En Pointe.