

CITY COUNCIL B SESSION
JANUARY 20, 2021

Resident Connection Platform Post-Solicitation Briefing

PRESENTED BY:

LAURA MAYES, GOVERNMENT & PUBLIC AFFAIRS ASST. DIRECTOR

CRAIG HOPKINS, CHIEF INFORMATION OFFICER

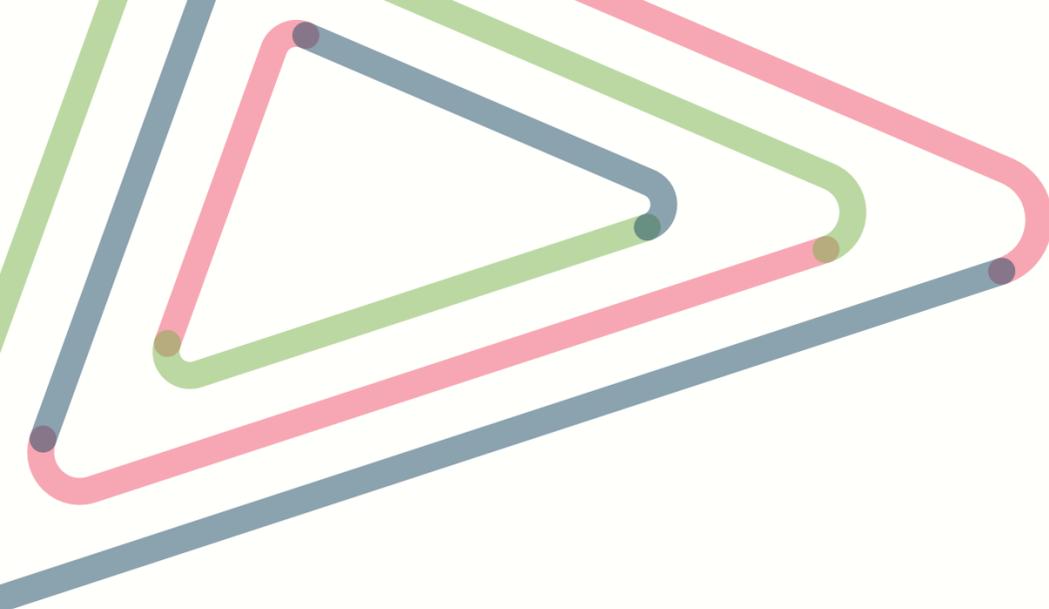




Vision:

A resident centric approach to engagement with the City of San Antonio.





HISTORY

- SASpeakUp campaign began in 2015
 - Councilwoman Sandoval filed a public participation CCR – Feb 2018
 - The City implemented Public Participation Minimum Standards – July 2018
 - City Council Adopts Guiding Principles of Public Participation – December 2019
 - City Manager issues Public Participation Administrative Directive – February 2019
 - Virtual Public Comment – June 2020
- 

GUIDING PRINCIPLES



- MEANINGFUL
- TRANSPARENT
- RESPECTFUL
- INCLUSIVE
- ACCESSIBLE
- INFORMATIVE
- RESPONSIVE
- TIMELY
- CONVENIENT
- CONTINUOUS



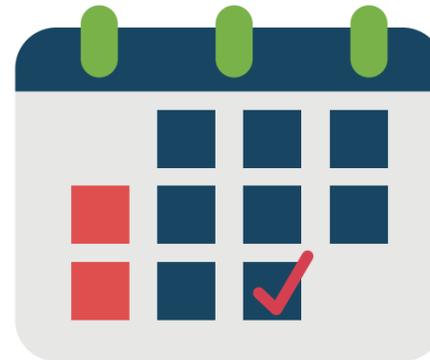
● ● Core Components



Constituent
Management



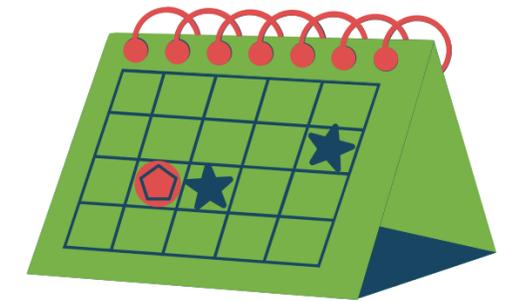
Boards &
Commissions



Agenda
Management



Survey
Management



Calendar
Management

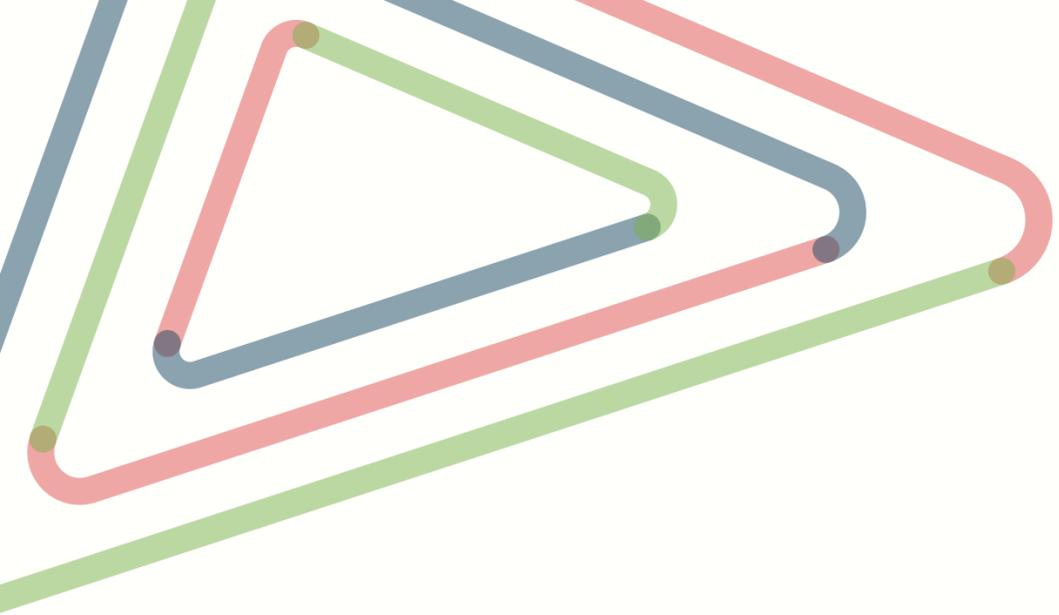
● ● **What does this mean for our residents?**



Operational Impact

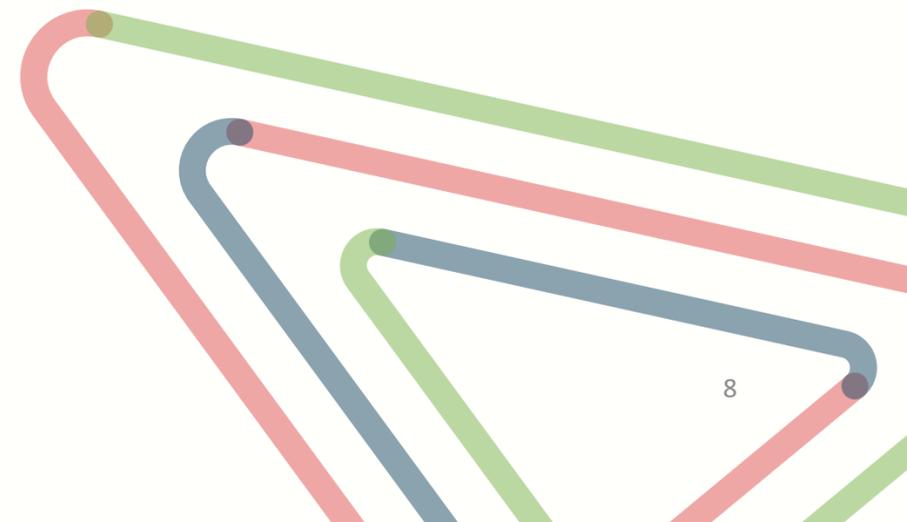
- Manage community data and information holistically
- Create resident-centric experiences to community engagement leveraging technology solutions
- Holistic and deeper understanding of residents who want to engage
- Better targeting of information to residents based on their interests
- Operational continuity across all departments and Council offices
- Streamlined and standardized processes





Implementation Considerations

- Privacy and security
- Ability to use the platform to bridge the digital divide
- Integration with other City systems (such as 311)





Solicitation Overview



Solicitation type

Request for Competitive Sealed Proposals

Current Contract Status

New Contract

Estimated Value

\$1.82 million

Proposed Term

Three years with two 1-year options



Solicitation Overview



Evaluation Criteria

- Experience, Background, Qualifications: 25 points
- Proposed Plan: 40 points
- Price: 15 points
- SBE Prime Contract Program: 10 points
- M/WBE Prime Contract Program: 10 points

Additional Requirements

- Local Preference Program: Not Applicable
- Veteran-Owned Small Business Preference Program: Not Applicable

Evaluation Committee



INTERNAL

- Laura Mayes, Assistant Director, GPA
- Craig Hopkins, Chief Information Officer, ITSD
- Kevin Goodwin, Chief Technology Officer, ITSD
- Tina Flores, City Clerk, City Clerk's Office
- John Peterek, Assistant to City Manager, City Manager's Office
- Emily McGinn, Assistant to City Council, City Council

EXTERNAL

- Margaret Wilson-Anaglia, Resident Member
- Cynthia Spielman, Resident Member



Evaluation Committee Advisory (non-scoring)

CONSTITUENT MANAGEMENT

- One staff member per Council office

BOARDS & COMMISSIONS, AGENDA MANAGEMENT, SURVEY MANAGEMENT & CALENDAR

- City staff who work with boards and commissions
- City staff who work with council meeting agenda process
- City staff who would utilize the survey and event management technology



Initial Score Matrix



RFCSP for Resident Connection Platform (20-048; 6100012503) Score Summary INITIAL EVALUATION September 29, 2020	Maximum Points	The Blackseed Group 1940 Fountain View Dr., #1053 Houston, TX 77057	GCOM Software LLC 24 Madison Avenue Ext. Albany, NY 12203	Granicus, LLC 108 St. Peter St., Suite 600 St. Paul, MN 55102	Premier Digital Designs 8523 Speedway Drive San Antonio, TX 78230	Prime Government Solutions 4250 Drinkwater Boulevard, Suite 301 Scottsdale, AZ 85251	Silotech Group, Inc. 19026 Ridewood Parkway, Suite 118 San Antonio, TX 78259	Tallan Inc 45 Glastonbury Blvd Glastonbury, CT 06033	Unqork, Inc 114 5th Avenue, 2nd Floor New York, NY 10011
A - Experience, Background, Qualifications	25	5.19	16.00	19.38	5.25	21.63	10.00	12.13	6.81
B - Proposed Plan	40	10.25	23.13	26.38	7.13	31.25	10.63	12.88	9.63
C - Price	15	4.83	1.85	9.75	15.00	10.53	2.32	3.77	4.71
D - SBEDA Prime Contract Program	20	0.00	0.00	0.00	0.00	0.00	20.00	0.00	0.00
TOTAL SCORE	100	20.27	40.98	55.50	27.38	63.41	42.95	28.77	21.15
RANK BASED ON TOTAL SCORE		8	4	2	6	1	3	5	7

Final Score Matrix



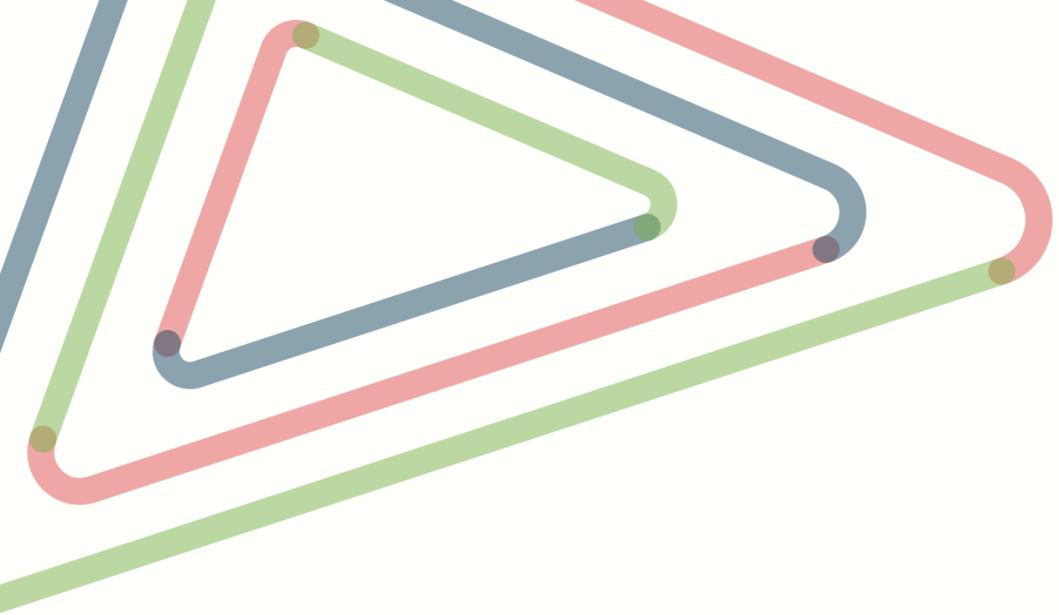
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A - Experience, Background, Qualifications	25	7.63	12.75	23.63	6.50
B - Proposed Plan	40	8.00	14.63	37.50	8.25
C - Price	15	1.85	9.75	10.53	2.32
D - SBEDA Prime Contract Program	20	0.00	0.00	0.00	20.00
TOTAL SCORE	100	17.48	37.13	71.66	37.07
RANK BASED ON TOTAL SCORE		4	2	1	3

Due Diligence



Number of Vendors Notified	474
Number of Vendors at Pre-Submittal Conference	9
Number of responses received	9
Results of minimum requirements review	One vendor deemed non-responsive for failure to submit a completed price schedule, a solicitation requirement.
Results of due diligence review	No material findings

Timeline



● **Pre-Solicitation**

Goal Setting Committee:
April 17, 2020

B-Session Pre-Solicitation Briefing:
June 17, 2020

Release Date:
June 29, 2020

● **Solicitation**

Pre-Submittal Conference:
July 10, 2020

Deadline for Questions:
August 10, 2020

Due Date:
September 4, 2020

Timeline



● **Post-Solicitation**

Initial Feedback Session:
September 28, 2020

Initial Scoring Meeting (Shortlisting):
September 29, 2020

Vendor Interviews:
October 13 & 19, 2020

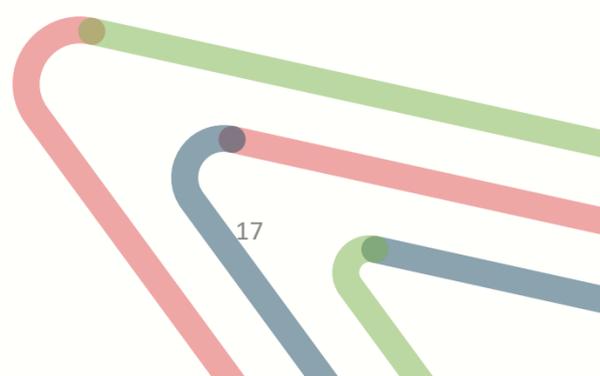
Final Scoring Meeting:
October 20, 2020

● **Finalization**

Contract Negotiated:
January 2021

B-Session Post Solicitation Briefing:
January 20, 2021

City Council Consideration:
February 11, 2021





Implementation Timeline

- February 2021 – Contract Signed
- April 2021 - Constituent Management Platform
- July 2021 – Agenda and Meeting Management
- August - September 2021 - Boards and Commissions, Calendar and Survey Management

Measuring Success

- Number of engagements with the City through applications, surveys and participation in events
- Number of applicants to Boards and Commissions
- Diversity of participants
- Attendance and participation through meetings and events
- Contact list sign-ups
- Number of engagements with City calendars and agenda postings



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