

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

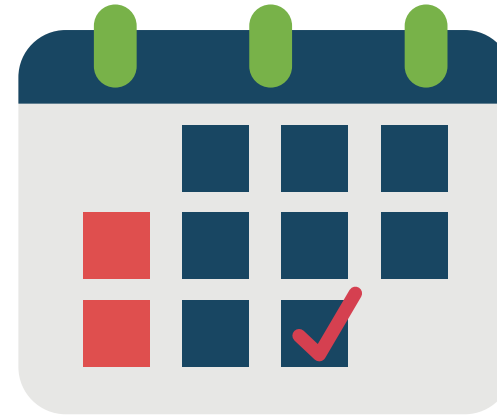
# ●● Core Components



Constituent  
Management



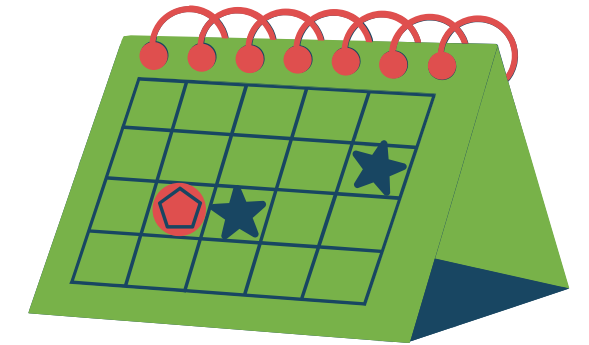
Boards &  
Commissions



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 Peterrek, 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



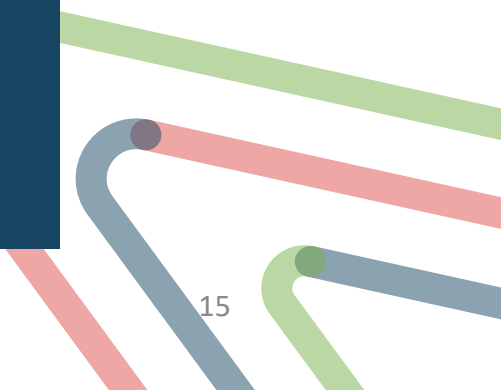
<b>RFCSP for Resident Connection Platform (20-048; 6100012503)</b>  <b>Score Summary FINAL EVALUATION October 20, 2020</b>	<b>Maximum Points</b>	<b>GCOM Software LLC 24 Madison Avenue Ext. Albany, NY 12203</b>	<b>Granicus, LLC 108 St. Peter St., Suite 600 St. Paul, MN 55102</b>	<b>Prime Government Solutions 4250 Drinkwater Boulevard, Suite 301 Scottsdale, AZ 85251</b>	<b>Silotech Group, Inc. 19026 Ridewood Parkway, Suite 118 San Antonio, TX 78259</b>
<b>A - Experience, Background, Qualifications</b>	<b>25</b>	<b>7.63</b>	<b>12.75</b>	<b>23.63</b>	<b>6.50</b>
<b>B - Proposed Plan</b>	<b>40</b>	<b>8.00</b>	<b>14.63</b>	<b>37.50</b>	<b>8.25</b>
<b>C - Price</b>	<b>15</b>	<b>1.85</b>	<b>9.75</b>	<b>10.53</b>	<b>2.32</b>
<b>D - SBEDA Prime Contract Program</b>	<b>20</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>20.00</b>
<b>TOTAL SCORE</b>	<b>100</b>	<b>17.48</b>	<b>37.13</b>	<b>71.66</b>	<b>37.07</b>
<b>RANK BASED ON TOTAL SCORE</b>		<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>



# 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

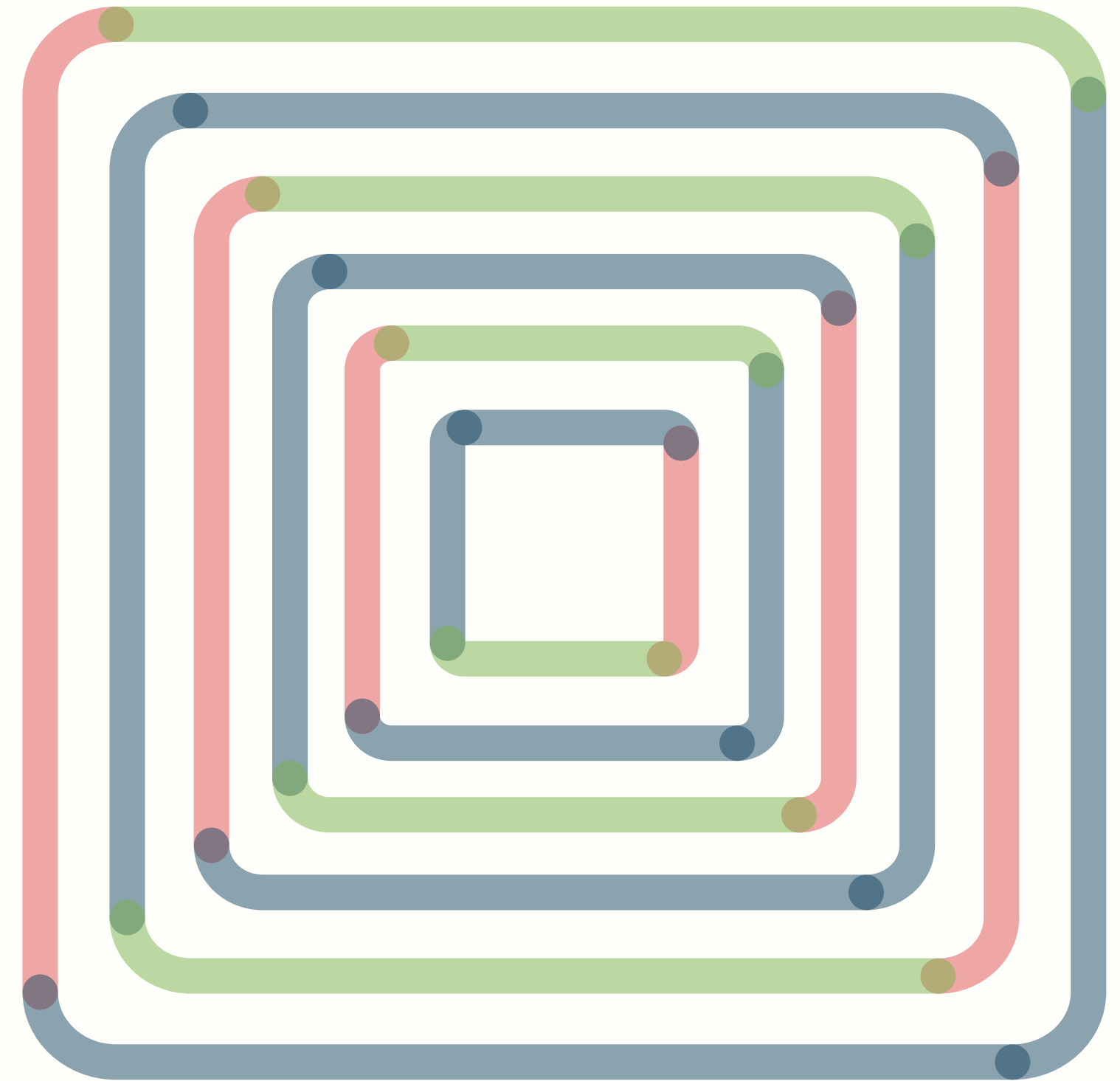


# Implementation Timeline

- 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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