



City of San Antonio

Agenda Memorandum

File Number:19-3238

Agenda Item Number: 6.

Agenda Date: 4/18/2019

In Control: City Council A Session

DEPARTMENT: Finance

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Constituent Relationship Management System

SUMMARY:

This ordinance authorizes a contract with Leidos Digital Solutions, Inc. utilizing the General Services Administration contract GS-35F-0636K, for the continued use of Intranet Quorum, a constituent relationship management system for an initial cost of \$103,910.50 and a total contract cost of \$171,314.20. The initial cost of \$103,910.50 is for the term of April 19, 2019 through April 18, 2020 and will be funded through the Information Technology Services Department Fund in the FY 2019 Adopted Budget. The remaining amount of \$67,403.70 will be for the term of April 19, 2020 through April 18, 2021 and will be submitted as part of the FY 2020 budget process.

BACKGROUND INFORMATION:

Submitted for Council consideration and action is an offer submitted by Leidos Digital Solutions, Inc. utilizing the General Services Administration (GSA) Contract GS-35F-0636K for the continued use of Intranet Quorum (IQ), a constituent relationship management system that the Mayor and City Council utilize to manage their respective constituent bases. IQ increases the efficiency for elected officials to communicate with constituents, promote events, and track issues and concerns. Currently, the Mayor's Office and all ten City Council offices have access to the IQ tool.

Residents communicate a variety of issues and concerns to their elected officials. These issues and concerns range from seeking assistance with street repair, cars running stop signs, gun shots, and abandoned vehicles to requesting street signage, assistance with low-income housing, economic development, and construction

projects.

In 2017, the Mayor, City Manager and City Council offices requested to pilot a system that would allow for the tracking of incoming calls, emails, walk-in interactions and US Postal mail from constituents. The objective was to have access to a system that would allow users to collect requests for service, contact information and project correspondence in a centralized location for ease of use and retention purposes and utilize the data in the future to improve communication with constituents.

This will provide staff from the Mayor's Office and City Council offices with a tool to improve the accuracy and efficiency of tracking, addressing and reporting of constituent issues. There is a potential to integrate this system with the City's 311 Call Center and additionally integrate with other communication, event management and survey solutions. IQ allows the City's elected officials and their offices to track communications, provide meaningful responses and follow-up to the resident, and to escalate issues to the city staff as needed.

The term of the agreement shall begin upon approval of the contract by City Council and conclude upon the expiration of the license subscription agreement.

ISSUE:

This contract will provide the Mayor's and all ten City Council offices with continued access to the IQ constituent relationship management system.

The Small Business Economic Development Advocacy (SBEDA) Ordinance requirements were waived due to the lack of small, minority, and/or women businesses available to provide these goods and services.

This contract is an exception to the Local Preference Program.

The Veteran-Owned Small Business (VOSB) Preference Program does not apply so no preference was applied to this contract.

ALTERNATIVES:

Should this contract not be approved, the Mayor's and City Council offices would no longer realize the efficiencies created through a constituent relationship management system for the management of constituent based issues. Staff from these offices would have to revert to manual tracking of daily and planned interactions with the San Antonio citizens.

FISCAL IMPACT:

This ordinance authorizes a contract with Leidos Digital Solutions, Inc. utilizing the General Services Administration contract GS-35F-0636K, for the continued use of Intranet Quorum, a constituent relationship management system for an initial cost of \$103,910.50 and a total contract cost of \$171,314.20. The initial cost of \$103,910.50 is for the term of April 19, 2019 through April 18, 2020 and will be funded through the Information Technology Services Department Fund in the FY 2019 Adopted Budget. The remaining amount of \$67,403.70 will be for the term of April 19, 2020 through April 18, 2021 and will be submitted as part of the FY 2020 budget process.

RECOMMENDATION:

Staff recommends the approval of the contract with Leidos Digital Solutions, Inc. utilizing GSA Contract GS-35F-0636K in the amount of \$171,314.20 for the continued use of the Intranet Quorum constituent relationship management system.

This contract is procured by means of a cooperative contract and a Contract Disclosure form is not required.