



City of San Antonio

Agenda Memorandum

File Number: 14-1249

Agenda Item Number: 9.

Agenda Date: 6/19/2014

In Control: City Council A Session

DEPARTMENT: Finance

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: City Wide

SUBJECT:

Senior Centers Automation Application Solution

SUMMARY:

This ordinance authorizes a contract between the City and Creative Software Solutions, LLC to provide the Department of Human Services (DHS) with the purchase and delivery of the software needed to automate the administration of the senior meal and transportation program. Additionally, the software will be able to generate reports utilized for external purposes to provide statistical information to partners, meet grant requirements, and receive reimbursement for the meal and transportation program.

It is estimated that automating this program will decrease the total amount of time spent on processing eligible residents, ordering meals, accounting for the consumption of meals, and reporting to the Alamo Area Council of Governments by 20%. This will allow DHS to redirect 20% of staff and volunteer time, valued at approximately \$187,000.00 annually, to increased activities and services provided at Senior Centers.

The total cost for this software system is \$866,713.00 for the initial purchase and three years of maintenance and support. This purchase includes a one year hardware and labor warranty; valid as long as the recurring licensing fees are paid. Funding for this one time purchase in the amount of \$344,625.00 is available from the Information Technology Capital Budget and funding for the annual recurring costs totaling \$522,088.00 is contingent upon City Council approval during the FY15, FY16, and FY17 Budget development process.

BACKGROUND INFORMATION:

Submitted for City Council consideration and action is a contract between the City and Creative Software Solutions, LLC to provide software needed to automate the administration of the senior meal and transportation program. The system also will generate reports that will be utilized for external purposes to provide statistical information to partners, meet grant requirements, and receive reimbursement for the meal and transportation program. This system will be utilized by all sixty-seven senior centers throughout the City.

The scope of work to be performed by Creative Software Solutions, LLC includes the full system integration of the purchased equipment and onsite system operations training. This purchase includes a one year hardware and labor warranty; the software warranty is valid yearly as long as the recurring licensing fees are paid.

DHS currently relies on a manual process to generate reports for program monitoring performance. Reports are also generated for external purposes to provide statistical information to partners, meet grant requirements, and receive reimbursement for specific programs. It is estimated that implementing this software automation will increase overall efficiencies within DHS and save 20% of the total time currently spent processing and registering eligible residents, ordering meals, accounting for the consumption of meals, and reporting to the Alamo Area Council of Governments for reimbursement.

The City issued a Request for Competitive Sealed Proposals (RFCSP) for “Senior Centers Automation Application Solution” RFCSP 14-004 (6100003638) on November 15, 2013. Two proposals were received on January 10, 2014. The proposal submitted by Covanetworks was deemed non-responsive.

An evaluation committee consisting of representatives from the Department of Human Services and the Information Technology Services Departments reviewed the submitted Vendor-hosted proposal. The Finance Department, Purchasing Division assisted to ensure compliance with City procurement policies and procedures. The proposal was evaluated based on several weighted factors, to include experience, background, and qualifications; proposed plan (services offered), and price.

Based upon the initial committee review and discussion of the proposal received, a decision was made to interview the respondent. Upon completion of the interview and receipt of the response to clarification questions, the evaluation committee recommended the Vendor-hosted Senior Service Automation Application Solution submitted by Creative Software Solutions, LLC.

ISSUE:

This ordinance would authorize Creative Software Solutions, LLC to provide DHS with the purchase and delivery of the software needed to automate the administration of the senior meal and transportation program and generate reports for the program for a total cost of \$866,713.00. This will include the full system integration of the purchased equipment and onsite system operations training. This system will be utilized by all sixty-seven senior centers throughout the City.

This contract will be awarded in compliance with the Small Business Economic Development Advocacy Program, which requires contracts be reviewed by a Goal Setting Committee to establish a requirement and/or incentive unique to the particular contract in an effort to maximize the amount of small, minority, and women-owned business participation on the contract. The Goal Setting Committee applied the Small Business Enterprise (SBE) Prime Contract Program to this solicitation at 15 evaluation preference points. Creative Software Solutions, LLC did not receive any evaluation preference points as they are not certified as SBE located within the San Antonio Metropolitan Statistical Area.

In addition, respondents certifying their commitment to serve as mentors in the City of San Antonio’s Mentor Protégé Program were eligible to receive five evaluation criteria percentage points. Creative Software Solutions, LLC did not receive five points as they did not submit a Mentorship Commitment Form denoting

their intent to serve as a mentor in the Mentor Protégé Program.

This contract is an exception to the Local Preference Program.

This contract is an exception to the Veteran-Owned Small Business Program.

ALTERNATIVES:

Should this contract not be approved, the DHS Senior Services Division's process would remain manual and would not leverage the use of resources for other areas of improvement. It is estimated that automation will save 20% of the total time currently spent processing and registering eligible residents, ordering meals, accounting for the consumption of meals, and reporting to Alamo Area Council of Governments for reimbursement. This improvement calculates to a time savings valued at \$187,000 annually that could be invested in increased performance of the Senior Services Division through enhanced resource allocation.

FISCAL IMPACT:

The total cost for this software system is \$866,713.00 for the initial purchase and 3 years of maintenance and support. Funding for this one time purchase in the amount of \$344,625.00 is available from the Information Technology Capital Budget. The estimated annual average maintenance and support cost is \$174,029.33 for fiscal years 2015, 2016 and 2017, and is contingent upon City Council appropriation as part of the City's Annual Budget Process.

RECOMMENDATION:

Staff recommends the approval of the initial purchase and three years of maintenance and support in the amount of \$866,713.00.

This contract is procured on the basis of request for competitive sealed proposal and a Contracts Disclosure Form is required.