



# City of San Antonio

## Agenda Memorandum

**File Number:20-5128**

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**Agenda Item Number:** 4.

**Agenda Date:** 10/29/2020

**In Control:** City Council A Session

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**DEPARTMENT:** Finance

**DEPARTMENT HEAD:** Troy Elliott

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Incident Reporting System for San Antonio Public Library

**SUMMARY:**

This ordinance authorizes a contract with Omnigo Software, LLC. for the delivery, implementation, integration, and maintenance of an incident reporting system for the San Antonio Public Library (SAPL) in the total amount of \$66,509.12. The initial system subscription services and implementation costs are funded through the FY 2020 Information Technology Services Capital Budget in the amount of \$33,540.00. Operations and maintenance (O&M) costs for subsequent years will be funded by the Library General Fund in the amount of \$32,969.12.

**BACKGROUND INFORMATION:**

Submitted for Council consideration and action is a proposal submitted by Omnigo Software, LLC for the delivery, implementation, integration, and maintenance of an incident reporting system for the San Antonio Public Library.

The San Antonio Public Library Department is replacing their locally developed Incident Reporting System (IRS) with a commercial off-the-shelf (COTS) application designed to log violations of the patron code of conduct and other security incidents. The new system includes much needed emergency communication functionality, appropriate workflow for proper review of incident documentation, as well as improved reporting for more efficient and effective deployment of resources.

Approximately 2,000 incidents are reported each year and the IRS is used to log incidents involving violations of the Library Patron Code of Conduct Policy, as well as other security and/or safety incidents involving the

public or public service locations. This IRS will ensure that incidents will be carefully managed and capture appropriate documentation, communication and action, while protecting patron privacy.

The City issued a Request for Competitive Sealed Proposals (RFCSP) for “SAPL Incident Reporting System” (RFCSP 6100010551) on August 31, 2018 with a submission deadline of October 1, 2018. Two proposals were received and deemed eligible for evaluation.

The evaluation committee met on October 23, 2018 to score the two eligible responses and shortlisted the proposal responses to one firm, Omnigo Software, LLC. The committee conducted an interview with Omnigo Software, LLC on November 6, 2018 and an IRS demonstration was provided on November 27, 2018. The technical merits of the system and security questions that were raised by the evaluation committee were addressed and all responses were satisfactory. This additional diligence was performed in an effort to ensure that SAPL was providing the best solution for the library system. The evaluation committee recommended awarding a contract to Omnigo Software, LLC based on the City’s standard RFCSP evaluation process. The initial response from Omnigo Software, LLC exceeded the department’s budget and a Best and Final Offer (BAFO) was issued on November 20, 2019. The Omnigo Software, LLC BAFO response meets the department’s budget.

The evaluation committee consisted of representatives from the San Antonio Public Library and the Information Technology Services Department. The Finance Department, Purchasing Division assisted by ensuring compliance with City procurement policies and procedures. The evaluation of each proposal was based on a total of 100 points: 35 points allotted for experience, background, qualifications; 30 points allotted for proposed plan; and 15 points allotted for respondent’s price schedule. Ten preference points were allotted for the Small Business Economic Development Advocacy Program, SBE Prime Contractor Program Affirmative Procurement Initiative, and ten preference points allotted for the M/WBE Prime Contractor Program Affirmative Procurement Initiative. Additional categories of consideration included references and financial qualifications.

The initial term of the agreement shall be for a one-year period. Two additional one-year renewals at the City’s option shall also be authorized by this ordinance.

**ISSUE:**

This contract is for the delivery, implementation, integration, and maintenance of an incident reporting system for the San Antonio Public Library.

The Goal Setting Committee applied the Small and Minority/ Women-Owned Business Enterprise Prime Contract (SBEDA) Program with ten (10) SBE Prime Contract Program evaluation preference points awarded to a vendor if they are certified as SBE located within the San Antonio Metropolitan Statistical Area and ten (10) M/WBE Prime Contract Program evaluation preference points awarded to a vendor if they are certified as M/WBE located within the San Antonio Metropolitan Statistical Area. However, Omnigo Software, LLC was not eligible to receive any preference points.

This contract is an exception to the Local Preference Program.

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

**ALTERNATIVES:**

Should this contract not be approved, the San Antonio Public Library will not be able to properly report emergency incidents and auto-send mass alerts and notifications to all SAPL staff.

**FISCAL IMPACT:**

This ordinance authorizes a contract with Omnigo Software, LLC for the delivery, implementation, integration, and maintenance of an incident reporting system for the San Antonio Public Library for the total amount of \$66,509.12. The initial system subscription services and implementation costs are funded through the FY 2020 Information Technology Services Capital Budget in the amount of \$33,540.00. Operations and maintenance (O&M) costs for subsequent years will be funded by the Library General Fund in the amount of \$32,969.12.00.

**RECOMMENDATION:**

Staff recommends the approval of this contract with Omnigo Software, LLC in the amount of \$66,509.12 for the delivery, implementation, integration, and maintenance of an incident reporting system for the San Antonio Public Library.

This contract is procured by means of Competitive Sealed Proposals and a Contracts Disclosure Form is required.