City of San Antonio

Agenda Memorandum

File Number:20-6331

Agenda Item Number: 2.

Agenda Date: 1/20/2021

In Control: City Council B Session

DEPARTMENT: Government and Public Affairs (GPA)

DEPARTMENT HEAD: Jeff Coyle

COUNCIL DISTRICTS IMPACTED: City-wide

SUBJECT: Post-Solicitation Briefing for a Resident Connection Platform

SUMMARY:

This presentation will provide a post solicitation briefing on the project scope and overview of a comprehensive Resident Connection Platform project. The presentation will provide an overview of the platform, summary of the solicitation, annual expense, evaluation committee, and plan for implementation.

BACKGROUND INFORMATION:

On June 17, 2020, the Government and Public Affairs Department (GPA) presented a pre-solicitation briefing for a Resident Connection Platform. GPA, Information Technology Services Department (ITSD), Office of the City Clerk (OCC) and the City Manager's Office (CMO) released an RFP on June 29, 2020 seeking proposals for a Resident Connection Platform as a technology solution that would allow the Mayor, City Council and City staff to better engage with residents.

The project includes five major components:
- Constituent Management

- Meeting Management

- Boards & Commissions

- Survey Management

- Calendar Management

These five components will ensure better engagement with residents through more transparent and accessible software. The software is intended to enhance the resident's experience with the City.

Responses were due on September 4, 2020. There were nine responses received; however, one response was deemed non-responsive, as the proposal lacked a completed price schedule, a solicitation response requirement.

Final discussion and scoring were completed on October 20, 2020. The committee recommends the top-ranked vendor that has a demonstrated record of delivering a turnkey platform with the following five components: constituent management system, boards and commissions application system, meeting management for City Council agendas, survey creation and management, and comprehensive events calendar. Recommended vendor has a focus on user-centric design and is able to provide all components in multiple languages, an accessible platform for all users and an integrated platform with City technology assets, such as Office 365 and Lagan.

ISSUE:

This is a high-profile solicitation.

ALTERNATIVES:

This item is for briefing purposes only.

FISCAL IMPACT:

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RECOMMENDATION:

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