



City of San Antonio

Agenda Memorandum

File Number:21-1283

Agenda Item Number: 9.

Agenda Date: 2/4/2021

In Control: City Council A Session

DEPARTMENT: Finance

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Resident Connection Platform

SUMMARY:

This ordinance authorizes a contract with Prime Government Solutions to provide a highly configurable Resident Connection Platform to consolidate resident engagement throughout the City. The initial system license / subscription services and implementation costs in the amount of \$506,900.00 are funded through the FY 2021 Information Technology Services Capital Budget and included in the FY 2021 - FY 2026 Capital Improvement Program. Operations and annually recurring license / subscription services in the estimated amount of \$325,000.00 will be funded through various City Department operating budgets as adopted through the annual budget process.

BACKGROUND INFORMATION:

Submitted for Council consideration and action is a proposal submitted by Prime Government Solutions for the delivery, implementation, integration, customization and maintenance of a resident connection platform for the City.

The City has multiple independent and legacy systems in place for resident engagement. These systems do not allow for integration with each other nor with other existing City platforms. In order to better serve the City's residents, key stakeholders from the Government and Public Affairs Department, Office of the City Clerk, Mayor and City Council Offices, City Attorney's Office and the Information Technology Services Department worked to identify key components thought necessary for a forward looking and highly configurable solution

that would assist in consolidating resident engagement tools.

The stakeholder group identified five core components as necessary to provide residents with a seamless user experience:

1. **Constituent Management** - This component will allow Council offices to manage interactions and relationships with their constituents, City departments to improve interactions and service delivery, and for residents to manage their own profile and communication preferences.
2. **Boards and Commissions** - This component will provide the required functionality to manage the application process and improve the experience for both the applicants and the staff processing applications.
3. **Meeting Management (City Council, Boards and Commissions)** - This component seeks to improve the way City Council and, Boards and Commissions meetings are developed and managed.
4. **Survey Management** - This component will provide survey functionality that can be scaled throughout the entire City with the Government and Public Affairs Department having access to as an administrator to better measure resident sentiment and engagement.
5. **Calendar Management** - This component will provide calendar functionality that can be scaled throughout the entire City so that all department calendars roll up into a single master calendar for the City.

The vision was clear that these five components should have the ability to apply workflows within and between services and functionalities. This solution, and its components, would be licensed and provided at an enterprise level so that the City can provide access to each department as needed.

The City issued a Request for Competitive Sealed Proposals (RFCSP) for “Resident Connection Platform” (RFCSP 20-048, 6100012503) on June 29, 2020 with a submission deadline of September 4, 2020. All five of the core components were identified as desired modules within the system to be delivered. Ten proposals were received. Two firms were disqualified for submitting incomplete proposal responses. Eight firms were deemed responsive and eligible for evaluation.

The evaluation committee consisted of representatives from the Government & Public Affairs Department, City Manager’s Office, Office of City Clerk, Office of City Council, two external resident members and the Information Technology Services Department. Additionally, representatives from the Office of the Mayor and Council Support, City Attorney’s Office, Economic Development Department, Office of Equity, 311, and all City Council Districts assisted with the review of technical elements of the proposed solutions. The Finance Department, Purchasing Division assisted by ensuring compliance with City procurement policies and procedures.

The evaluation of each proposal response was based on a total of 100 points; 25 points allotted for experience, background, qualifications; 40 points allotted for proposed plan; 15 points allotted for respondent’s price schedule. Ten preference points were allotted for Small Business Economic Development Advocacy (SBEDA), SBE Prime Contract Program and 10 preference points for the M/WBE Prime Contract Program. Additional categories of consideration included references and financial qualifications.

The evaluation committee met on September 28, 2020, for initial discussion. Initial scoring was conducted on September 29, 2020. The committee recommended shortlisting the top four respondents for interviews. Interviews were held on October 13, 2020 and October 19, 2020. The interviews provided each respondent opportunity to discuss how the solution addressed the City’s RFCSP requirements and the delivery

methodology. Respondents were also allowed to demonstrate their solution and respond to questions from the evaluation committee.

The evaluation committee met on October 20, 2020 to conduct final scoring. After committee review and discussion, individual scores were finalized, and the aggregate scores were presented. After a recommendation for award was agreed upon by the evaluation committee, the pricing and SBEDA scores were revealed. Prime Government Solutions received the highest ranking and was recommended for award by the evaluation committee.

A post-solicitation presentation was provided to the City Council during the “B” Session meeting on January 20, 2021.

The initial contract term is for a period of three (3) years beginning on the date approved by City Council with two (2), one (1) year renewal periods.

ISSUE:

This contract will provide for a resident connection platform that will increase transparency, resident engagement and access to City information through a seamless user experience. This contract will allow the City to ensure timely responses to Constituents, reduce effort to vet appointments to Boards and Commission, provide efficient operations during Council Agenda, provide Survey tools that work with City systems, provide a Citywide Meeting tool and current Calendar.

The Statement of Work associated with the contract outlines expected project deliverables. Additionally, the City has secured an hourly rate that allows the Information Technology Services Department to provide for task order changes throughout the initial implementation in an amount not to exceed \$75,000.00. This agile authority will allow for customization to be performed to maximize system performance. This agile authority estimate is included in the initial contract value of \$506,900.00.

Ultimately, the solution will have the ability to provide for a single consolidated text and email communication output. Rates for mass texting efforts are defined in the contract. There are no associated costs for mass emailing efforts. It is anticipated that as part of the FY 22 budgeting process that all departments will be migrated to utilize the mass text messaging service provided through this contract.

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, Prime Government Solutions was not eligible to receive any preference points.

The contract is an exception to Local Preference Program.

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

ALTERNATIVES:

Should this contract not be approved, the City would not have the benefit of a system that provides efficient and effective resident interactions with the City. Lack of a contract would mean the City would continue to interact with residents using separate systems managed through multiple vendors. This would affect the City's ability to address resident concerns in a timely and efficient manner.

FISCAL IMPACT:

This ordinance authorizes a contract with Prime Government Solutions to provide a highly configurable Resident Connection Platform to consolidate resident engagement throughout the City. The initial system license / subscription services and implementation costs in the amount of \$506,900.00 are funded through the FY 2021 Information Technology Services Capital Budget and included in the FY 2021 - FY 2026 Capital Improvement Program. Operations and annually recurring license / subscription services in the estimated amount of \$325,000.00 will be funded through various City Department operating budgets as adopted through the annual budget process.

RECOMMENDATION:

Staff recommends the approval of the contract with Prime Government Solutions to provide a highly configurable Resident Connection Platform to consolidate resident engagement throughout the City for an initial cost \$506,900.00 for a total estimated contract value of \$1,806,900.00.

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