



City of San Antonio

Agenda Memorandum

File Number:21-3485

Agenda Item Number: 7.

Agenda Date: 6/3/2021

In Control: City Council A Session

DEPARTMENT: Finance

DEPARTMENT HEAD: Troy Elliott

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Scheduling Software for San Antonio Public Library

SUMMARY:

This ordinance authorizes a contract with Business Management Systems, Inc. to provide a scheduling software solution for the San Antonio Public Library for a total estimated contract amount of \$220,000.00 over a five-year period. Funding for the initial implementation fee and first year subscription costs in the amount of \$50,000.00 is available in the FY 2021 Information Technology Services Capital Budget as included in the FY 2021 - FY 2026 Capital Improvement Program. Funding for subscription costs in the subsequent fiscal years is subject to City Council approval of the annual budget.

BACKGROUND INFORMATION:

Submitted for Council consideration and action is the proposal from Business Management Systems, Inc. to provide a scheduling software solution for the San Antonio Public Library for a total estimated cost of \$220,000.00 over a five-year period. This contract will secure an operational centralized scheduling software solution that will support the scheduling of library employees across 30 locations with multiple points in each location. The Library has over 550 staff members and maintains over 40 unique schedules over a seven-day work week. Currently the Library is utilizing Microsoft Excel and whiteboards for scheduling employee's availability, which is time-consuming and inefficient.

Throughout the work week, absences occur which create staff shortages which impact the operation of the library and can affect the staff's ability to open the building and adjoining services to the public on time.

Currently the manual process of scheduling staff involves an on-site staff member notifying leadership of staff shortages. Leadership then assesses staff level at all locations and request assistance by sending texts or email messages to fill vacancies based on the recorded availability of resources. By implementing a centralized scheduling solution, the Library aims to improve service quality by automating resource scheduling for library employees and an overall improved library experience for patron's by ensuring public service hours are maintained.

The City issued a Request for Competitive Sealed Proposals (RFCSP) "Annual Contract for Scheduling Software for SAPL" (RFCSP 20-004, RFX 6100012921) on June 17, 2020 with a submission deadline of July 27, 2020. Six proposals were received and were deemed eligible for evaluation. Business Management Systems, Inc. is recommended for contract award based on the City's standard evaluation process.

The evaluation committee consisted of representatives from the Information Technology Services Department and the San Antonio Public Library.

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; 35 points allotted for experience, background, qualifications; 25 points allotted for proposed plan; 20 points allotted for respondent's price schedule; and 10 points allotted for the SBE Prime Contract Program; and 10 points allotted for the M/WBE Prime Contract Program. Additional categories of consideration included references and financial qualifications.

The evaluation committee met on October 30, 2020, for initial discussion and scoring and recommended shortlisting the top three ranked firms for interviews. The interviews were held November 16th, 17th, and 20th, 2020 via WebEx. Each vendor was given an opportunity to showcase their proposed solution and to detail their proposed solution to handle desk schedules, accessibility, and customer support models. Each vendor was asked to complete a demonstration of how to use the system during their interview. The evaluation committee reconvened on December 1, 2020 to complete final scoring and recommended Business Management Systems, Inc. for award.

This contract shall begin upon the effective date of the ordinance awarding the contract for a three-year period. Two additional one-year renewal periods, at the City's option shall also be authorized by this ordinance.

ISSUE:

This contract will provide all labor, equipment, materials, expertise, and tools required to provide a scheduling software solution 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, Business Management Systems, Inc. was not eligible to receive any preference points.

This award is an exception to the Local Preference Program.

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

ALTERNATIVES:

Should this contract not be approved, the San Antonio Public Library would continue manually scheduling staff, which is time-consuming and inefficient. As the number of employees scheduled increases, the complexity of the process increases dramatically. This software scheduling efficiency solution would allow staff more time to assist patrons.

FISCAL IMPACT:

This ordinance authorizes a contract with Business Management Systems, Inc. to provide a scheduling software solution for the San Antonio Public Library for a total estimated contract amount of \$220,000.00 over a five-year period. Funding for the initial implementation fee and first year subscription costs in the amount of \$50,000.00 is available in the FY 2021 Information Technology Services Capital Budget as included in the FY 2021 - FY 2026 Capital Improvement Program. Funding for subscription costs in the subsequent fiscal years is subject to City Council approval of the annual budget.

RECOMMENDATION:

Staff recommends approval of authorizes a contract with Business Management Systems, Inc. to provide a scheduling software solution for the San Antonio Public Library for an estimated total contract value of \$220,000.00 over a five-year period.

This contract was processed by means of a Competitive Sealed Proposal and a Contracts Disclosure Form is required.