

Purchasing Summary

EVENT # 7434	TITLE: Web-Based Code Enforcement Case Management Software	COST: \$202,000
TYPE OF PROCUREMENT: RFP	ANNUAL CONTRACT <input checked="" type="checkbox"/> ANNUAL MAINTENANCE AGREEMENT <input type="checkbox"/>	ONE TIME PURCHASE <input type="checkbox"/>

CONTRACT TERM (IF APPLICABLE)
Contract term expires March 2021

DBE (IF APPLICABLE)
No DBE goal was established due to a lack of subcontracting opportunities.

MATRIX (IF APPLICABLE)

Proposer	Proposer's Qualifications and Experience (20 points)	Technical Capabilities (Software Architecture & Functionality) (25 points)	Implementation Methodology & Timeline (10 points)	Training & Support Services (15 points)	Fees (25 points)	Local Vendor Participation (5 points)	Total (100 points)
Online Solutions, LLC (DBA Citizenseve)	19	24.7	10	15	25	0	93.7
Accela, Inc	17	15.5	6.2	8.3	8.6	0	55.6
Woolpert, Inc	13.7	13.3	3.7	6	8.7	0	45.4

NOTES

Recommend approval to award a contract for a web-based code enforcement case management software to Online Solutions, LLC DBA Citizenseve in the amount of \$202,000, which will include the first year subscription, data conversion and implementation costs. The software will provide mobile capability to Code Compliance officers, which will increase their efficiency by allowing officers additional access to the department's database. The system will also provide an online portal for citizen use to provide them with greater transparency and continuous feedback on complaints submitted to the Code Compliance Department.

The method used for this procurement was the request for proposals (RFP), which evaluates criteria in addition to cost. The criteria used for this RFP were proposer's qualifications and experience, technical capabilities, implementation methodology and timeline, training and support services, fees, and local vendor participation.

Seven proposals were received in response to this RFP. Of those, three proposals were shortlisted and selected for an interviews before a selection committee of City staff. The fee proposals for the three shortlisted firms were then opened and the proposals were fully scored.

This proposal was advertised, opened, and reviewed. Delivery: As needed. Terms: Net 30 days. The proposers were:

B.P.	Online Solutions, LLC (DBA Citizen Serve) (Temple, AZ) ^(D)	\$202,000
	Woolpert, Inc. (Atlanta, GA) ^(D)	\$577,840
	Accela, INC (San Ramon, CA) ^(D)	\$588,000

A pre-proposal meeting was conducted and no vendors attended. (D) Indicates non-local, non-DBE owned business. Recommend approval.

Local available: Yes

Total sent: 313

Total received: 7

Vender federally debarred/suspended? No