

Purchasing Summary

EVENT # 7598	TITLE: Civic Engagement Software	COST: \$82,122.70
TYPE OF PROCUREMENT: Sole Source	ANNUAL CONTRACT <input checked="" type="checkbox"/> ANNUAL MAINTENANCE AGREEMENT <input type="checkbox"/>	ONE TIME PURCHASE <input type="checkbox"/>
CONTRACT TERM (IF APPLICABLE) January 1, 2020 through December 31, 2020		
M/WBE (IF APPLICABLE) N/A		
MATRIX (IF APPLICABLE) N/A		
NOTES		
<p>Recommend approval to award an annual contract for civic engagement software from SHI International Corporation in the amount of \$82,122.70. SAV311 is the existing Customer Relationship Management (“CRM”) system used by the 311 Action Center and multiple departments to record non-emergency phone, email and online requests and inquiries from residents, visitors and employees of the City of Savannah. Requests and inquiries are recorded in the system and then routed to the appropriate department for resolution. This system was developed internally by City staff and implemented in 2005. Since the initial implementation nearly fifteen years ago, the City has recognized SAV311 is limited in its abilities to meet the needs of customers who desire “on demand” services and the convenience of using a variety of channels to submit requests and inquiries to the City.</p> <p>By using a statewide Georgia Department of Administrative Services contract and entering into an agreement with SHI International Corporation, the City can procure a replacement system, OneView (previously called “Respond”), which will offer increased transparency and visibility; multiple service channels; process automation; GIS integration; and reduced operational costs. 311 customers will have an opportunity to submit requests and inquiries via text, social media and a new mobile application.</p> <p>The State of Georgia’s job order contractor will be used to perform this project to meet time constraints and City ordinance requirements. The State of Georgia’s job order contract is considered a convenience contract that is available for use by all State, City, and County public entities. The purpose of this contract is to provide software and services in the following Categories: End User (Category 1), Enterprise (Category 2) and Microsoft Reseller Services (Category 3). Currently, the State has new mandatory Statewide Contracts for Software with six suppliers; the State expects to award contracts to three additional suppliers for a total of nine. The Statewide Contracts for Software offer Software and related services in the following categories: End User Software (Category 1); Enterprise Software (Category 2); Microsoft Reseller Services (Category 3); and Oracle (including PeopleSoft) Software and Databases (Category 4). Services available include Maintenance, Support, Training, and limited consulting and installation services. The State of Georgia used a competitive bidding procedure to select SHI International Corporation to serve as a provider of these services for this region.</p> <p>Procurement of this system will allow the City to meet its strategic goal and commitment of efficient government operations.</p> <p>Delivery: As needed. Terms: Net 30 days. The bidder is:</p>		

S.S. SHI International Corporation (Somerset, NJ)(D)

\$82,122.70

A pre-bid conference was not conducted as this is a sole source procurement. (D) Indicates non-local, non-DBE business. Recommend approval.

Local Available: No

Total Sent: 1

Total Received: 1

DBE Received: 0

Vendor Federally Debarred/Suspended: No