

A G E N D A



Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	25132	Agenda Number	46.
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Meeting Date:	June 20, 2013
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Department:	Purchasing
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Subject

Authorize award, negotiation and execution of a 36-month requirements service contract with LOCKHEED MARTIN DESKTOP SOLUTIONS, INC., or with another qualified respondent to RFP No. BKH0156, for a hosted software solution to provide an enterprise-wide Public Information Request System in an amount not to exceed \$263,924.

Amount and Source of Funding

Funding in the amount of \$110,078 is available in the Fiscal Year 2012-2013 Capital Budget of the Communications and Technology Department. Funding for the remaining contract period is contingent upon available funding in future budgets.

Fiscal Note

There is no unanticipated fiscal impact. A fiscal note is not required.

Purchasing Language:	Best evaluated proposal received.
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Prior Council Action:	
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For More Information:	David Kucko, Corporate Contract Administrator, 974-3364.
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Boards and Commission Action:	
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Related Items:	
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MBE / WBE:	This contract will be awarded in compliance with Chapter 2-9C of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this contract.
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Additional Backup Information

This contract is for an enterprise-wide system that will be hosted by the proposer for the purpose of managing public information requests (PIRs) in accordance with the Texas Public Information Act. Through this system City personnel will be notified of requested information, coordinate the production of responsive materials, interact with internal colleagues and external constituents, provide information via the appropriate method, and perform other duties outlined by established public information request procedures. The City currently oversees the functions of an in-house PIR management tool, and any new system under consideration will possess enhanced capabilities beyond those provided by the current tool.

The recommended proposer's software will:

- Provide a contact database of names, addresses and contact information with a history of the interaction with people and organizations
- Track incoming and outgoing communications of all types
- Capture office policies and procedures to ensure consistent delivery of services
- Enable users to create, preserve, manage, dispose, and transfer electronic records
- Provide business process management and records management features
- Enable users to create e-newsletters and e-surveys that can be sent via mass distribution
- Perform e-mail integration that accepts structured and unstructured email, facilitates routing of communications to appropriate staff by subject matter
- Provide comprehensive group scheduling and event management
- Offer electronic online learning capability
- Feature a comprehensive collection of standard reports and ad hoc reporting capability
- Maintain files of all types
- Enable users to create a custom portal to application
- Be delivered via a cloud from a secure data center facility
- Enable City user accounts to be password protected; data is encrypted
- Provide for data to be backed up nightly
- Enable redaction of data from Adobe documents

Features that made Lockheed Martin DSI's proposal stand out were:

- 1) System includes an Archivist feature that allows for disposition of documents in the system in accordance with State and Federal Guidelines. This feature would allow for the PIR system to be the sole repository for files and eliminate the need for department SPOCs to maintain a separate file.
- 2) System includes enhanced security features that allow PIRs involving sensitive information to be restricted to users involved (current system is wide open to all users).
- 3) System includes communication and workflow tools that would assist staff in managing much of the unstructured data that it receives and creates (emails, draft documents, etc.) including enhanced search tools that would assist with retrieval of documents.

A cross-functional team with representation from the PIO, Austin Water, Purchasing, Law, and CTM evaluated the proposals based upon compliance with general, functional and technical requirements, implementation considerations, support and ongoing service requirements, total evaluated cost, local presence, and overall experience.

After initial evaluation of proposals the top three vendors were asked to provide a product demonstration. They were: 1) WebQA, 2) Lockheed Martin DSI, and 3) CSDC. Lockheed Martin DSI ranked third in cost, and CSDC ranked second in cost. CSDC did not propose a hosted solution as requested by the Statement of Work contained in

the City's Request for Proposal. After viewing WebQA's product evaluators determined the system offered had essentially the same capability of the City's current PIR system. The final scoring following the demonstrations resulted with Lockheed Martin DSI being first, and WebQA and CSDC tied for second place.

MBE/WBE solicited: 54

MBE/WBE response: 0

PRICE ANALYSIS-RFP NO. BKH0156

- a. Adequate competition.
- b. One thousand fourteen notices were sent, including 37 MBEs and 17 WBEs. Five proposals were received, with no response from the MBE/WBEs.
- c. This is the first purchase of its type; therefore, there is no pricing history available.

APPROVAL JUSTIFICATION

- a. Best evaluated proposal.
- b. The Purchasing Office concurs with the Law Department's recommended award.
- c. Advertised in the Austin American Statesman and on the Internet.