



Recommendation for Action

File #: 19-2892, **Agenda Item #:** 23.

10/3/2019

Posting Language

Authorize negotiation and execution of a multi-term contract with My90, to provide a community sentiment and satisfaction survey service, for up to five years for a total contract amount not to exceed \$477,000.

(Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. For the services required for this solicitation, there were no subcontracting opportunities therefore, no subcontracting goals were established).

Lead Department

Purchasing Office.

Client Department(s)

Austin Police Department.

Fiscal Note

Funding in the amount of \$61,000 is available in the Fiscal Year 2019-2020 Operating Budget of the Austin Police Department. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

The Purchasing Office issued a Request for Proposals (RFP) 8700 DDM3000 for these services. The solicitation issued on January 14, 2019 and it closed on February 28, 2019. Of the three offers received, the recommended contractor submitted the best evaluated responsive offer. A complete solicitation package, including a log of offers received, is available for viewing on the City's Financial Services website, Austin Finance Online. Link: [Solicitation Documents](https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=129431)
<https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=129431>.

For More Information:

Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or AgendaOffice@austintexas.gov <<mailto:AgendaOffice@austintexas.gov>>

NOTE: Respondents to this solicitation, and their representatives, shall continue to direct inquiries to the solicitation's Authorized Contact Person: Daniel Dellemonache, at 512-974-2981 or Daniel.Dellemonache@austintexas.gov <<mailto:Daniel.Dellemonache@austintexas.gov>>.

Additional Backup Information:

The contract is for the implementation of a community sentiment and satisfaction survey text message service for the Austin Police Department (APD). The service will record community sentiment and satisfaction through survey data stored on a hosted platform.

The service will use metrics from the survey responses to provide APD management data to analyze from anonymous respondents on community perception. This will improve the community policing culture, officer

deployment, and provide an evaluation system to improve internal control reviews.

An evaluation team with expertise in this area evaluated the offers and scored My90 as the best to provide these services based on proposed solution viability and concept of solution, price, project approach, maintenance and operations support model, experience and references, local preference, and service-disabled veterans business enterprise.

Failure to approve this contract will impact APD's ability to enhance community outreach, and provide a tool for citizens to provide feedback.

Contract Detail:

<u>Contract Term</u>	<u>Length of Term</u>	<u>Contract Authorization</u>
Initial Term	1 yr.	\$ 61,000
Optional Extension 1	1 yr.	\$ 90,000
Optional Extension 2	1 yr.	\$105,000
Optional Extension 3	1 yr.	\$109,000
Optional Extension 4	1 yr.	\$112,000
TOTAL	5 yrs.	\$477,000

Note: Contract Authorization amounts are based on the City's estimated annual usage.