

A RESOLUTION

NO. 215-19

A RESOLUTION AUTHORIZING THE PURCHASE OF A CONSTITUENT RELATIONSHIP MANAGEMENT (311) SYSTEM FROM QSCEND TECHNOLOGIES, INC. (WATERBURY, CT). THE VENDOR'S PROPOSED COST IS WITHIN THE BUDGETED AMOUNT. FUTURE SOFTWARE LICENSE FEES AND MAINTENANCE FEES WILL BE BUDGETED IN SUBSEQUENT FISCAL YEARS.

WHEREAS, an RFP was administered (RFP No. 19-0009) and seven proposals were received; and,

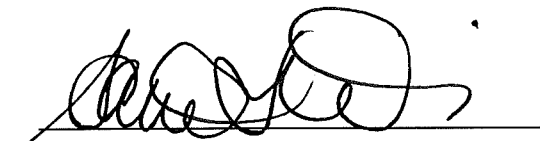
WHEREAS, the proposal submitted by QScend Technologies, Inc. (Waterbury, CT) met all proposal requirements and was evaluated most responsive to the RFP.


NOW, THEREFORE, THE COUNCIL OF COLUMBUS, GEORGIA, HEREBY RESOLVES AS FOLLOWS:

That the City Manager is hereby authorized to purchase a Constituent Relationship Management (311) System from QScend Technologies, Inc. (Waterbury, CT). The vendor's proposed cost is within the budgeted amount. LOST - Infrastructure – Information Technology; 0109-210-9901-LOST-6541-90004-20200. Future software license fees and maintenance fees will be budgeted in subsequent fiscal years.

Introduced at a regular meeting of the Council of Columbus, Georgia held on the 23rd day of July, 2019 and adopted at said meeting by the affirmative vote of eight members of said Council.

Councilor Allen voting	<u> </u> YES <u> </u> .
Councilor Barnes voting	<u> </u> YES <u> </u> .
Councilor Crabb voting	<u> </u> YES <u> </u> .
Councilor Davis voting	<u> </u> ABSENT <u> </u> .
Councilor Garrett voting	<u> </u> YES <u> </u> .
Councilor House voting	<u> </u> YES <u> </u> .
Councilor Huff voting	<u> </u> YES <u> </u> .
Councilor Thomas voting	<u> </u> YES <u> </u> .
Councilor Turner Pugh voting	<u> </u> YES <u> </u> .
Councilor Woodson voting	<u> </u> ABSENT FOR VOTE.


Sandra T. Davis, Clerk of Council


B.H. "Skip" Henderson, III, Mayor

**Columbus Consolidated Government
Council Meeting Agenda Item**

TO: Mayor and Councilors

**AGENDA
SUBJECT:** Constituent Relationship Management (311) System – RFP No. 19-0009

INITIATED BY: Finance Department

It is requested that Council authorize the purchase of a Constituent Relationship Management (311) System from QScend Technologies, Inc. (Waterbury, CT). The vendor's proposed cost is within the budgeted amount. Future software license fees and maintenance fees will be budgeted in subsequent fiscal years.

The current Constituent Relationship Management (CRM) technology was built in-house over the course of several years. The City seeks to replace this system with a state-of-the-art technology solution and resident engagement strategies that will facilitate the City's commitment to collaboration and innovation and help citizens better connect with all that the City has to offer. There are several key drivers for this change, including:

- Increasing the profile for 311 initiatives
- Providing a comprehensive, centralized, user-friendly knowledge base
- Increasing residents' use of self-service options and digital technologies
- Creating intake scripting to provide consistent messages
- Providing a consistent approach to address residents' service requests
- Improving querying and reporting capabilities
- Improving call related measurement tools and tracking of end-to-end call flows
- Increasing efficiencies by channeling duplicate requests to a single work order

RFP Advertisement and Receipt of Proposals:

RFP specifications were posted on the web pages of the Purchasing Division and the Georgia Procurement Registry on December 12, 2018. This RFP has been advertised, opened and evaluated. Seven (7) proposals were received on January 23, 2019 from the following firms:

QScend Technologies, Inc. (Waterbury, CT)
Cartegraph Systems LLC (Dubuque, IA)
Catalyst Consulting Group, Inc. (Chicago, IL)
Éclat Integrated Software Solutions, Inc. (Stafford, TX)
Incapsulate LLC (Washington, DC)
MERP Systems, Inc. (Herndon, VA)
NebuLogic Technologies, LLC (Plano, TX)

The following events took place after receipt of the proposals.

RFP MEETINGS/EVENTS		
Description	Date	Agenda/Action
Pre-Evaluation Meeting	02/06/19	The Purchasing Manager advised evaluation committee members of the RFP rules and process, and the project manager provided an overview. Proposals were distributed to each committee member to review.
1 st Evaluation Meeting	02/27/19	The Evaluation Committee discussed each proposal and determined clarifications were required of five (5) firms.
Clarification Requested	03/06/19	Requests for clarification were forwarded to the five (5) firms.
Clarification Received & Forwarded	03/14/19	Clarification responses from the five (5) firms were received and forwarded to the committee members.
Evaluation Forms Sent	03/19/19	Evaluation forms were forwarded to the voting committee members.
Evaluation Forms Returned	05/07/19	Evaluation forms were completed and returned to Purchasing for compilation of results.
Evaluation Results	05/08/19	Evaluation results were forwarded to the Evaluation Committee for review; it was decided to request interviews from all seven (7) firms.
Presentations/Interviews	06/06/19	Three (3) firms provided presentations, which were followed by question/answer sessions with the committee. Immediately after the last team provided their presentation, a ballot was taken of each member's 1 st choice. QScend Technologies, Inc. was the 1 st choice, by a vote of 3 to 2.
Presentations/Interviews	06/14/19	Four (4) firms provided presentations, which were followed by question/answer sessions with the committee. Immediately after the last team provided their presentation, a ballot was taken of each member's 1 st choice. The committee unanimously selected Catalyst Consulting Group, Inc. as the 1 st choice of all seven (7) firms and selected QScend Technologies, Inc. as the 2 nd choice. The committee determined it necessary to request best and final offers from both firms.
Best & Final Offers Requested	06/27/19	Best and final offer requests were forwarded to Catalyst Consulting Group, Inc. and QScend Technologies, Inc.
Best & Final Offers Received	06/28/19	Catalyst Consulting Group, Inc. and QScend Technologies, Inc. submitted their best and final offers, which were forwarded to the Evaluation Committee.
Recommendation	07/16/19	The committee unanimously recommended award to QScend Technologies, Inc.

Evaluation Committee:

The proposal was reviewed by members of the Evaluation Committee, which consisted two voting members from the City Manager's Office, two voting members for the Public Works Department, and a voting member from the Information Technology Department.

An additional representative from the City Manager's Office, an additional representative from the Information Technology Department and a representative from the Inspections & Code Department served as non-voting advisors.

Award Recommendation:

The evaluation committee, as reflected by their comments provided below, unanimously recommends award of the contract to QScend Technologies, Inc. for the following reasons:

- The proposed vendor will allow residents to enter service requests by mobile app, phone, or web portal. There is also the ability to get a request by text, tweet or email, and these services can be managed to best fit the call center. The system will automatically notify citizens by their preferred contract then the issue is resolved.
- The system will include a knowledge base system that can be used in-house as well as by citizens. There is a reporting system that can be customized and shared among departments and elected officials.
- This vendor offers unlimited users, which would be excellent for CCG as we have a multitude of staff that will need to utilize the system. The fact that it automatically routes requests, utilizes ESRI/ArcGIS and notifies citizens once their request has been completed would be a most helpful feature for the 311 Center.
- They have an excellent CRM that is being used throughout the United States in multiple 311 centers. Their CRM appears to be very user-friendly as well.
- There is over 30 years of combined experience with key personnel who will lead the project.
- QScend proposes a comprehensive system with many of the required features.

Vendor Qualifications/Experience:

- QScend was founded in 1998 and provides web-based software for 311 call centers in local and county governments.
- Over 300 cities and counties use QAlert, the CRM System proposed by QScend Technologies, Inc.

- The QAlert system includes a mobile and website app for citizens, with a call entry app and automated workflow system for government staff.
- The company also provides consulting, design, support and maintenance, product hosting, and project management services.
- Listed below are the last five (5) agencies for which QScend Technologies has provided similar services:
 - City of Kirkland, WA 2018 - present
QAlert enterprise, mobile branded app
 - County of Collier, FL 2017 - present
QAlert enterprise, mobile branded app
 - City of Thornton, CO 2017 - present
QAlert enterprise, mobile branded app
 - City of Redmond, WA 2017 - present
QAlert enterprise, mobile branded app
 - City of Pittsburgh, PA 2014 - present
QAlert enterprise, mobile branded app, QAlert mobile responder app

The City's Procurement Ordinance Article 3-110 (Competitive Sealed Proposals for the procurement of Equipment, Supplies and Professional Services) governs the RFP Process. During the RFP process, there is no formal opening due to the possibility of negotiated components of the proposal. In the event City Council does not approve the recommended offeror, no proposal responses or any negotiated components are made public until after the award of the contract. Therefore, the evaluation results and cost information has been submitted to the City Manager in a separate memo for informational purposes.

The vendor's proposed cost is within the budgeted amount. LOST - Infrastructure – Information Technology; 0109-210-9901-LOST-6541-90004-20200. Future software license fees and maintenance fees will be budgeted in subsequent fiscal years.