

Memorandum

TO: HONORABLE MAYOR
AND CITY COUNCIL

FROM: Julia H. Cooper

SUBJECT: SEE BELOW

DATE: March 16, 2020

Approved



Date

3/19/20

**SUBJECT: REPORT ON REQUEST FOR PROPOSAL FOR A BUSINESS PROCESS
AUTOMATION PLATFORM**

REASON FOR ADDENDUM

In response to the COVID-19 pandemic event, the City is seeking to advance implementing business process automation for certain essential operations, specifically the ability to remotely route, review and authorize confidential and/or high-value financial transactions using electronic signatures. The security features within SimpliGov LLC allows for fully integrated electronic signature functionality, role-based permission settings to control user access to sensitive data, an advanced document repository for automatic archiving, and alignment with data security best practice standards. City Council's approval of this recommendation on March 24 will allow staff to execute the agreement sooner and enable the Information Technology Department to initiate implementation of e-signature functionality.

RECOMMENDATION

Accept the report on the Request for Proposal and adopt a resolution authorizing the City Manager to:

- a. Execute an agreement with SimpliGov LLC (San Francisco, CA) for the purchase of a Business Process Automation Platform, including software subscriptions and professional services for implementation, configuration, project management, training, and ongoing support and maintenance for an initial one-year term beginning on or about March 25, 2020 and ending April 30, 2021 with a maximum compensation not to exceed \$101,925; and
- b. Negotiate and execute amendments and change orders as required for any unanticipated changes to the City's requirements for a contingency amount not to exceed \$20,000 during the initial one-year term, subject to the appropriation of funds; and

- c. Exercise up to four (4) additional one-year options to extend the agreement through April 30, 2025 for ongoing software subscriptions, support, maintenance, and related professional services, subject to the appropriation of funds.

OUTCOME

To improve City operations and staff productivity and efficiency through automated processes and workflows.

BACKGROUND

Business Process Automation (BPA) is a transformational initiative that aligns with the City's Smart City vision for a user-friendly and sustainable City. The purpose of the BPA platform is to enable the City to move its business processes from manual to digital. For example, the BPA platform will allow the City to automatically route documents such as Council Memoranda for review and approval, ensuring the correct workflow is followed and involved parties are aware of the current status of the document as it moves through the process. This will allow City staff to focus on higher value activities, minimize human errors, and promote higher employee satisfaction. Other benefits of implementing a BPA platform include the following:

- Reduce the amount of printing paper by an estimated 33% across all departments, thus contributing to the City's Green Vision goals and decreasing costs.
- Decrease transaction times on internal processes and services to City residents.
- Increase efficiency and convenience and reduce waste by utilizing electronic signatures, electronic approvals, and digital signatures to provide City services to the public.
- Increase staff efficiency by automating manual and repeatable processes.
- Improve management of data and documents in shared repositories and enable quick search and retrieval of archived documents.
- Empower individual City departments to automate and enhance workflows on their own.

BPA is part of the City's strategic plan to focus on prioritized business needs and enable digital transformation across the City's workflow processes to reach an optimal state of efficiency.

ANALYSIS

In 2019, Finance released a Request for Proposal (RFP) for a Business Process Automation Platform on the City's e-procurement system, BidSync. Ten responsive proposals were received prior to the submittal deadline from the following companies:

1. BP Logix (Vista, CA)
2. Capgemini America (New York, NY)
3. Carahsoft (Reston, VA)
4. CityBase (Chicago, IL)
5. CrossFuze (Buffalo, NY)
6. Cyclotron (San Francisco, CA)
7. InnoActive Group (San José, CA)
8. Klove, Inc. (Santa Clara, CA)
9. SimpliGov (San Francisco, CA)
10. Zensar (San José, CA)

Evaluation Process: Proposals were evaluated and scored independently by a three-member evaluation team from the City Manager's Office, the Department of Information Technology, and the Department of Public Works. Three companies were selected for oral interviews and technical demonstrations, and staff conducted a Best and Final Offer (BAFO) with all three companies to make clarifications and obtain final pricing.

The evaluation scores are summarized below:

	Maximum Points	CityBase	InnoActive Group	SimpliGov
Experience/ Qualifications	5	3	3	3
Project Approach/Schedule	5	3	4	3
Technical Capabilities	5	3	3	3
BAFO Cost Proposal	25	16	25	25
Oral Interview/Demonstrations	50	23	19	41
Local Business Enterprise	5	0	5	0
Small Business Enterprise	5	0	5	0
TOTAL	100	48	64	75

Local and Small Business Preference: In accordance with City policy, ten percent of the total possible evaluation points were reserved for the local and small business preference. InnoActive Group requested and received the local and small business preference for their local office in San José. The preference was not a factor in the final award.

Protest Period: The RFP process included a ten-day protest period that began when the City issued the Notice of Intended Award on February 14, 2020. No protests were received.

Award Recommendation: The City recommends award of contract to SimpliGov LLC whose proposal was scored as the best value proposal per the evaluation criteria set forth in the RFP. Their proposal met or exceeded all RFP specifications, and their solution was rated superior in the following key areas:

- Extensive experience, knowledge, and expertise deploying the proposed solution at other public agencies nationwide.
- A development environment that allows users to automate workflows and business processes easily and quickly.
- Support for electronic signatures, electronic approvals, and integrations to various digital signature platforms.
- Bi-Directional API support for SharePoint and Salesforce.

Staff conducted reference checks with the County of Sonoma, the New Jersey Department of Transportation, and the State of California Department of Industrial Relations. All references checked were positive.

Summary of Proposed Agreement: The agreement with SimpliGov includes fixed pricing for software subscriptions and professional services for implementation, configuration, project management, training, and ongoing support and maintenance for the initial one-year term. The agreement also includes a detailed scope of services, general project plan, and a compensation schedule with milestone payments tied to the successful completion of key project deliverables.

SimpliGov will configure and implement up to five (5) workflows during the initial term and train City staff to generate any additional workflows required after that. Following implementation of the first workflow, the City will review to determine readiness for final system acceptance. After the implementation period is complete, the software will be supported by ongoing technical support and maintenance services.

The agreement includes a provision for four (4) additional one-year options to extend the agreement for ongoing software subscriptions, support, and maintenance.

CONCLUSION

Approval of this recommendation will provide City staff with a platform to automate workflows and increase staff efficiency, accuracy, and approval routing.

EVALUATION AND FOLLOW-UP

The memorandum will not require any follow-up from staff.

CLIMATE SMART SAN JOSE

The recommendation in this memo aligns with one or more Climate Smart San José energy, water, or mobility goals.

PUBLIC OUTREACH

This memorandum will be posted on the City's website for the March 24, 2020 City Council meeting.

COORDINATION

This memorandum has been coordinated with the Department of Information Technology, the City Attorney's Office, and the City Manager's Budget Office.

COMMISSION RECOMMENDATION/INPUT

No commission recommendation or input is associated with this action.

FISCAL/POLICY ALIGNMENT

This action is consistent with the Council-approved budget strategy to effectively manage the City's technological and human resources to enable and enhance the delivery of City services and projects.

COST SUMMARY/IMPLICATIONS

1. AMOUNT OF RECOMMENDATION (One-year initial term): **\$101,925**

2. COST ELEMENTS:

Initial Term (Year 1):

- | | |
|--|----------|
| - Software Implementation including project management, design, configuration, training, and go-live | \$48,925 |
| - Software Subscription, Support, and Maintenance | 53,000 |

Subtotal **\$101,925**

Contingency 20,000

INITIAL TERM TOTAL **\$121,925**

Estimated Spend for Option Terms (Years 2-5)*

- Year 2 (\$53,000 Software Subscription + \$57,000 Up to 25 Workflows)	\$110,000
- Year 3 (\$53,000 Software Subscription + \$94,000 Up to 50 Workflows)	147,000
- Year 4 (\$53,000 Software Subscription + \$132,000 Up to 100 Workflows)	185,000
- Year 5 (\$53,000 Software Subscription + \$182,000 Up to 200 Workflows)	235,000
OPTION TERM TOTAL	\$677,000

** The annual cost for workflows is expected to increase each option year as the City adds more workflows.*

3. SOURCE OF FUNDING: 001 – General Fund.

- 4. FISCAL IMPACT:** Funding for the Business Process Automation Platform, totaling \$121,925, is included within the Information Technology Department's 2019-2020 Adopted Budget. Funding for ongoing maintenance and operations of the platform will be included in 2021-2022 Base Budget.

BUDGET REFERENCE

The table below identifies the fund and appropriations to fund the contract recommended as part of this memorandum.

Fund #	Appn #	Appn. Name	Total Appn	Amt. for Contract	2019-2020 Adopted Operating Budget Page	Last Budget Action (Date, Ord. No.)
001	0432	Information Technology Department - Non-Personal / Equipment	\$14,202,437	\$101,925	VIII - 243	2/11/2020 Ord. No: 30361

CEQA

Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment.

/s/

JULIA H. COOPER
Director of Finance

For questions, please contact Jennifer Cheng, Deputy Director of Finance, at (408) 535-7059.