



TO: Board of Contracts and Awards
FROM: Jack Kelanic, Director of Information Technology JK
Sanjay Chopra, IT Manager, Information Technology Department
COPY: City Council, City Manager, City Clerk, SBE Coordinator, LEAP Coordinator, Chuck Blankenship (Finance/Purchasing)
SUBJECT: Contract Renewal Citizen Request Tracking Software
Request for Proposal Specification No. CM11-0328F, Contract No. 4600007565 –
September 20, 2016
DATE: September 6, 2016

SUMMARY:

The Information Technology Department recommends extending Contract No. 4600007565 to WebQA, Inc., Woodridge, IL, in the amount of \$78,980.40, including applicable taxes, for the continued operation of the TacomaFIRST 311 platform through November 30, 2018. The original contract and extensions were approved for \$180,623.00. The two-year extension will bring the contract to a total of \$259,603.40, including applicable taxes, to provide software services through November 30, 2018.

STRATEGIC POLICY PRIORITY:

- Ensure all Tacoma residents are valued and have access to resources to meet their needs.
- Encourage and promote an efficient and effective government, which is fiscally sustainable and guided by engaged residents.

BACKGROUND:

This software as a service contract was authorized as a result of a competitive Request for Proposal (RFP) process conducted by the City Manager’s Office in 2011. From 2012 through 2015 the contract was amended for annual extensions and additional services and features, to address feedback from Tacoma citizens. This software currently serves as the primary digital engagement platform for the TacomaFIRST 311 program.

ISSUE: The current services agreement will expire on November 30, 2016.

ALTERNATIVES: Developing a replacement solution would negatively impact TacomaFIRST 311 program operations, and is not recommended at this time.

COMPETITIVE SOLICITATION: Eight submittals were received and evaluated by the selection advisory committee and the original contract was awarded in 2011 to WebQA, Inc., Woodridge, IL.

CONTRACT HISTORY: This contract was originally awarded to WebQA, Inc., Woodridge, IL as a result of RFP Specification No. CM11-0328F opened on June 7, 2011, with an approved amount of \$37,140.00. On November 28, 2012, the contract term was extended to November 30, 2013 at an increase of \$19,140.00 for a cumulative total of \$56,280.00. During the 2013 contract extension two additional services were requested at an increase of \$4,500.00 and \$4,200.00 for a cumulative total of \$64,980.00. On December 3, 2013, the contract term was extended to November 30, 2014 at an increase of \$24,228.00 for a cumulative total of \$89,208.00.

During the 2014 contract extension a mobile application was added, one additional service was requested, and one change was executed at increases of \$14,540.00, \$5,500.00, and \$500.00, respectively



for a cumulative total of \$109,748.00. On November 6, 2014, the contract term was extended to November 30, 2015 at an increase of \$34,335.00 for a cumulative total of \$144,083.00. On October 30, 2015, the contract term was extended to November 30, 2016 at an increase of \$36,540 for a cumulative total of \$180,623.00. The recommended 2017 increase of \$38,340.00 would bring the contract to \$218,963.00, and the estimated 2018 increase of \$40,640.40 will result in a cumulative total of \$259,603.40.

SUSTAINABILITY: Not Applicable.

SBE/LEAP COMPLIANCE: Not applicable.

RECOMMENDATION:

The Information Technology Department recommends extending Contract No. 4600007565 to WebQA, Inc., Woodridge, IL, in the amount of \$78,980.40, including applicable taxes, for the continued operation of the TacomaFIRST 311 platform through November 30, 2018. The original contract and extensions were approved for \$180,623.00. The two-year extension will bring the contract to a total of \$259,603.40, including applicable taxes, to provide software services through November 30, 2018.

FISCAL IMPACT:

EXPENDITURES:

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Information Systems Fund 5800	596841	5310100	\$78,980.40
TOTAL			\$78,980.40

* General Fund: Include Department

REVENUES:

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Information Systems Fund 5800	596841	5310100	\$78,980.40
TOTAL			\$78,980.40

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: There is no fiscal impact to the current biennial budget. The costs in the amount of \$38,340.00 are included in the 2015-2016 Fund 5800 budget.

The estimated costs in the amount of \$40,640.40 are included in the 2017-2018 Fund 5800 budget, subject to approval.

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes

FINANCE PURCHASING
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