



Legislation Text

File #: 21-1698, **Version:** 1

STRATEGIC PRIORITY: Government Performance and Financial Management
AGENDA DATE: September 22, 2021
COUNCIL DISTRICT(S): All
DEPARTMENT: Office of Procurement Services
EXECUTIVE: Elizabeth Reich

SUBJECT

Authorize a five-year service contract for website design, hosting, support, content management, user optimization services, and integration with the current Integrated Library System platforms for the Library - BiblioCommons, Corp., most advantageous proposer of seventeen - Not to exceed \$1,076,096.89 - Financing: General Fund (subject to annual appropriations)

BACKGROUND

This action does not encumber funds; the purpose of a service contract is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis.

This service contract will provide for website design, hosting, support, content management, user optimization services, and integration with the current Integrated Library System (ILS) platforms for the Library.

The Library's (DPL) public website provides a digital gateway to library services, programs, research, and collections. Though the DPL has been looking to update the website for some time, having the chance to do so after an event, such as COVID-19, facilitated a new set of standards and a new way of thinking about online platforms and services. This project will result in a website that promotes the dynamic and evolving services DPL offers, provide staff tools to keep the website up to date and inviting, while providing an easy, user-focused experience.

The current website being large and complex, makes it difficult to navigate through the site and easily find content. Though much of what can be accessed from the current website appears to be one platform, it is delivered via multiple platforms and vendors. The current integration of these systems is severely lacking, creating a fragmented and confusing user experience. Considering the website has become a lifeline and a first point of contact for many DPL customers, it is critical for the site to properly integrate with library platforms, while also providing easy navigation and searchability.

As March 2020 came to a close, DPL staff and customers became increasingly familiar with and curious about the Library's website offerings and limitations. To keep pace with the growth of digital information access, DPL is looking for updated and forward-thinking information architecture, user experience, and content strategy. The vision is to greatly simplify discoverability and provide the optimal experience for customers, while having the proper tools for content management and continued growth.

A four-member committee from the following departments reviewed and evaluated the qualifications:

- Department of Information and Technology Services (1)
- Library (2)
- Office of Procurement Services (1)*

*The Office of Procurement Services evaluated cost and local preference, if applicable.

The committee selected the successful respondent on the basis of demonstrated competence and qualifications under the following criteria:

- Experience 35 points
- Cost 35 points
- Approach 30 points

As part of the solicitation process and in an effort to increase competition, the Office of Procurement Services used its procurement system to send out email notifications to vendors registered under relevant commodity codes. To further increase competition, the Office of Procurement Services uses historical solicitation information, the Internet, and vendor contact information obtained from user departments to contact additional vendors.

On November 10, 2015, the City Council authorized a living wage policy that requires contractors to pay their employees a "living wage" rate as established annually by the Massachusetts Institute of Technology Living Wage Calculator for Dallas County by Resolution No. 15-2141. The current calculated living wage during the solicitation process of this contract is \$12.38; the selected vendor meets this requirement.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

This item has no prior action.

FISCAL INFORMATION

Fund	FY 2021	FY 2022	Future Years
General Fund	\$250,358.88	\$197,368.48	\$628,369.53

M/WBE INFORMATION

In accordance with the City's Business Inclusion and Development Policy adopted on September 23, 2020, by Resolution No. 20-1430, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Procurement Category	M/WBE Goal	M/WBE %	M/WBE \$
\$1,076,096.89	Other Services	N/A	N/A	N/A
<ul style="list-style-type: none"> • The Business Inclusion and Development Policy does not apply to Other Service contracts. • BiblioCommons, Corp. - Non-local; Workforce - 0.00% Local 				

PROCUREMENT INFORMATION

Method of Evaluation for Award Type:

Request for Competitive Sealed Proposal	<ul style="list-style-type: none"> • Utilized for high technology procurements, insurance procurements, and other goods and services • Recommended offeror whose proposal is most advantageous to the City, considering the relative importance of price, and other evaluation factors stated in the specifications • Always involves a team evaluation • Allows for negotiation on contract terms, including price
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The Office of Procurement Services received the following proposals from solicitation number BTZ21-00016542. We opened them on June 25, 2021. We recommend the City Council award this service contract in its entirety to the most advantageous proposer.

*Denotes successful proposer

<u>Proposers</u>	<u>Address</u>	<u>Score</u>
*BiblioCommons, Corp.	119 Spadina Ave. Suite 1000 Toronto, Ontario, Canada	88.99
Granicus LLC	1999 Broadway Suite 3600 Denver, CO 80202	84.67
Interpersonal Frequency, LLC	6830 Elm St. Suite 101 McLean, VA 22101	80.00
Innovative Interfaces	1900 Powell St. Suite 400	76.86

	Emeryville, CA 94608	
Communico, LLC	750 East Main St. Suite 610 Stamford, CT 06902	75.47
Effvision Business Solutions	82 East Sunnyside Ln. Irvington, NY 10533	59.47
Capdigisoft Solutions, Inc.	2770 Main St. Suite 93 Frisco, TX 75033	58.30
Blenderbox, Inc.	228 Park Ave. S. Suite 92796 New York, NY 10003	57.60
Signumveri.com	365 Duke Rd. Suite A Lexington, KY 40502	57.23
HiEd, Inc.	80 East McDermott Dr. Allen, TX 75002	47.49
Ansira	13155 Noel Rd. Suite 600 Dallas, TX 75240	46.37
HiEd Inc. (Alternate Submission)	80 East McDermott Dr. Allen, TX 75002	37.01
Acquisitions by WorldClass Media.com LLC	116 Cartwheel Blvd. Austin, TX 78738-1157	Non-responsive
Cengage Learning, Inc.	27500 Drake Rd. Farmington Hills, MI 48331	Non-responsive
OCLC, Inc.	6565 Kilgour Pl. Dublin OH 43017	Non-responsive
Patron Point, Inc.	6418 Newgrange Dr. Dublin, OH 43016	Non-responsive
Qualtrics	333 West River Park Dr. Provo, UT 84604	Non-responsive

OWNER

BiblioCommons, Corp.

Rick Bacchus, President