



## Legislation Text

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File #: 22-0490, Version: 1

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MOTION TO APPROVE THE AMENDMENT TO THE AGREEMENT BETWEEN CIVICPLUS, INC. (FORMERLY ICON ENTERPRISES, INC.), AND THE CITY OF PEMBROKE PINES TO ADD CIVICPLUS' CHATBOT FEATURE TO THE CITY'S WEBSITE FOR AN AMOUNT NOT TO EXCEED \$27,554.83, FOR AN INITIAL TWO YEAR PERIOD.

### **PROCUREMENT PROCESS TAKEN:**

- ***Chapter 35 of the City's Code of Ordinances is titled "PROCUREMENT PROCEDURES, PUBLIC FUNDS."***
- ***Section 35.15 defines a Request for Proposal as "A written solicitation for competitive sealed proposals with the title, date and hour of the public opening designated. A request for proposals shall include, but is not limited to, general information, functional or general specifications, a statement of work, proposal instruction and evaluation criteria. All requests for proposals shall state the relative importance of price and any other evaluation criteria. The city may engage in competitive negotiations with responsible proposers determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of and conformance to the solicitation requirements. Proposers shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals and such revisions may be permitted after submissions and prior to award for the purpose of obtaining the best and final offer."***
- ***Section 35.18 of the City's Code of Ordinances is titled "COMPETITIVE BIDDING OR COMPETITIVE PROPOSALS REQUIRED; EXCEPTIONS."***
- ***Section 35.18(A) states, "A purchase of or contracts for commodities or services that is estimated by the Chief Procurement Officer to cost more than \$25,000 shall be based on sealed competitive solicitations as determined by the Chief Procurement Officer, except as specifically provided herein."***
- ***Section 35.19 of the City's Code of Ordinances is titled "SEALED COMPETITIVE BIDDING PROCEDURE."***
- ***Section 35.19(A) states, "All sealed competitive solicitations as defined in §35.18 shall be presented to the City Commission for their consideration prior to advertisement."***
- ***Section 35.21 of the City's Code of Ordinances is titled "AWARD OF CONTRACT."***
- ***Section 35.21(A) of the City's Code of Ordinances is titled "City Commission approval."***

- ***Section 35.21(A)(1) states, "An initial purchase of, or contract for, commodities or services, in excess of \$25,000, shall require the approval of the City Commission, regardless of whether the competitive bidding or competitive proposal procedures were followed."***
- ***Chapter 35.28 of the City's Code of Ordinances is titled "CHANGE ORDERS."***
- ***Chapter 35.28(B) states that "Notwithstanding the provisions of division (A), the City Manager is not authorized to approve a change order without authorization of the City Commission where the initial purchase required the City Commission's approval and where the sum of all change orders issued under the contract exceeds 5% of the original contract amount or \$25,000."***
- ***Pursuant to Section 35.29(F) "City Commission notification" of the City's Code of Ordinances, "The City Manager, or his or her designee, shall notify the Commission, in writing, at least three months in advance of the expiration, renewal, automatic renewal or extension date, and shall provide a copy of the contract or agreement and a vendor performance report card for the contract or agreement to the City Commission."***

#### **SUMMARY EXPLANATION AND BACKGROUND:**

1. On January 15, 2013 the City Commission approved the award of RFP # IT-12-01 "Electronic Communication Website Design and Content Management System" to Icon Enterprises, Inc. d/b/a CivicPlus. The purpose of the RFP was to provide the Technology Services Department with a Website and Content Management System including all software and related services for the setup, customization, installation, and implementation of the system which would be used on the City's website.
2. On August 3, 2016, the City Commission approved an amendment to the agreement for additional services requested by the Technology Services Department which included media center storage services, CivicMobile App, Active Directory Federation Services (ADFS), Intranet Subsite Services, and CivicSend.
3. On September 6, 2017, the City Commission approved an amendment to the agreement for additional services requested by the Recreation and Cultural Arts Department for a Recreational Management Software Program that assist the department with Facility Reservations, Activity Registrations, Membership Management, Point of Sale Management, League Management, Surveys, Financial Reporting, and a Mobile Public and staff experience.
4. On February 20, 2019, the City Commission approved an amendment to the agreement for additional service requested by Technology Services Department for AudioEye to address Digital Compliance requirements for citizens with disabilities using the All City Presented Websites.
5. CivicPlus' Chatbot feature will add the following for the City's website:
  - ☐ Automated citizen service - Chatbot will simulate the quality service experiences City staff has with citizens, saving time from answering common questions by email, phone, and/or walk-in.
  - ☐ Insightful analytics - Chatbot will generate reports to identify content gaps on City's

website and add the information, tools, and resources that citizens are searching for most frequently.

6. On August 4, 2021, the City Commission approved to extend the agreement with CivicPlus for an additional year, ending on January 30, 2023.

7. If this item is approved, it will increase the FY 2021-22 compensation on the CivicPlus agreement to \$105,438.76. The agreement also allows for the compensation to increased annually by no more than 5%.

6. Request City Commission to approve the amendment to the agreement between CivicPlus, Inc. (Formerly Icon Enterprises, Inc.) and the City of Pembroke Pines to add CivicPlus' Chatbot feature to the City's website for an amount not to exceed \$27,554.83, for an initial two year period.

## FINANCIAL IMPACT DETAIL:

Reviewed by Commission Auditor

**a) Initial Cost:** \$11,956.03 for the new chatbot feature. (This will increase the annual compensation to \$105,438.76.)

**b) Amount budgeted for this item in Account No:** Funds are currently budgeted for this in account # 001-513-2002-546801-0000-000-0000 (IT Maintenance Contracts).

**c) Source of funding for difference, if not fully budgeted:** Not Applicable.

**d) 5 year projection of the operational cost of the project:**

	Current FY	Year 2	Year 3	Year 4	Year 5
Revenues	N/A	N/A	N/A	N/A	N/A
Expenditures	\$11,956.03	\$113,755.67	NA	NA	NA
Net Cost	\$11,956.03	\$113,755.67	NA	NA	NA

**e) Detail of additional staff requirements:** Not Applicable

## FEASIBILITY REVIEW:

*A feasibility review is required for the award, renewal and/or expiration of all function sourcing contracts. This analysis is to determine the financial effectiveness of function sourcing services.*

**a) Was a Feasibility Review/Cost Analysis of Out-Sourcing vs. In-House Labor Conducted for this service?** Not Applicable.

**b) If Yes, what is the total cost or total savings of utilizing Out-Sourcing vs. In-House Labor for this service?** Not Applicable.