



## Legislation Text

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### **City to Negotiate with CRM (Community Relationship Manager) Vendor (B)**

On August 29, 2019, the City of Gainesville solicited an Invitation To Negotiate (ITN SIDX-190047-DM) to procure a technology solution that will support the City's neighbor-centered design and engagement efforts. The solution, commonly referred to as a CRM (Customer Relationship Manager), will allow for better management of neighbor-interactions with the City.

The project is broken down into three phases:

- Phase 1: Contact Manager (2020)
- Phase 2: Neighbor Portal (2021)
- Phase 3: Connections & Integrations (2022)

The ITN covers Phase 1 (Contact Manager). Phases 2 and 3 will be planned and budgeted for at the conclusion of Phase 1.

On September 26, 2019, three vendors submitted proposals for Phase 1. Respondents were Coastal Cloud, Verint, and Rock Solid Technologies. Proposals included implementation fee and annual licensing fees. All were invited for Oral Presentations.

On November 6, 2019, two vendors completed oral presentations. Verint chose not to participate.

On December 13, 2019, the award was posted to Rock Solid Technologies.

#### **Proposals:**

##### **Rock Solid Technologies:**

- Implementation: \$52,650
- Annual License: \$47,004
- Estimated 5 Year Total: \$287,670

##### **Coastal Cloud:**

- Implementation: \$151,200
- Annual License: \$20,888-\$47,693
- Estimated 5 Year Total: \$255,640- \$389,665

##### **Verint:**

- Implementation: \$136,167
- Annual License: \$97,132

- Estimated 5 Year Total: \$621,827

Costs for the product and implementation services will be negotiated by the City Manager. Phase 1 of the project will not exceed \$290,000 for 5 years. The project is funded through existing Strategic Initiatives budget. Automatic renewal pricing beyond the initial 5 years will be negotiated by the City Manager. Phase 2 and 3 will be negotiated during the implementation of Phase 1 and funds will be requested in the FY21 and 22 budgets.

It is recommended that the City Commission:

1. Approve Invitation To Negotiate Award (ITN SIDX-190047-DM) to Rock Solid Technologies to create a CRM (Community Relationship Manager) platform for the City of Gainesville.
2. Authorize the City Manager to execute and procure all related documents, including contract, amendments, and extensions, subject to approval by the City Attorney as to form and legality.