



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: NOVEMBER 16, 2021

FROM: INNOVATION AND TECHNOLOGY WARDS: ALL

SUBJECT: SOFTWARE AND SUPPORT SUBSCRIPTION AGREEMENT WITH GOVQA, LLC, A DELAWARE LIMITED LIABILITY COMPANY THROUGH AUGUST 31, 2024, FOR A TOTAL AMOUNT OF \$66,683, PLUS THREE OPTIONAL ONE-YEAR EXTENSIONS

ISSUE:

Approve a three-year agreement with GovQA, LLC, a Delaware limited liability company, for public records requests automation software and support services through August 31, 2024 for an amount not to exceed \$66,683 with three optional one-year extensions.

RECOMMENDATIONS:

That the City Council:

1. Approve a three-year agreement with GovQA, LLC, a Delaware limited liability company, for public records requests automation software and support services through August 31, 2024 for an amount not to exceed \$66,683, with three optional one-year extensions; and
2. Authorize the City Manager, or designee, to execute any supplementary documentation needed to effectuate these purchases, including making minor and non-substantive changes.

BACKGROUND:

On July 14, 2015 the City Manager, City Clerk, and City Attorney presented open government initiatives to the City Council, one of which identified staffing and automation of public records requests. A Request for Proposals (RFP) issued on May 28, 2015 for public records request management software netted three responses. WebQA's product most closely met the desired criteria.

On August 25, 2015, the City Council approved an agreement with WebQA Incorporated for the purchase, installation and support services related to public records requests automation.

On June 27, 2019 GovQA, WebQA Incorporated formally changed their name to GovQA, LLC.

DISCUSSION:

GovQA's Freedom of Information Act (FOIA) application provides for online submittal of records requests, the ability for the requester to track the status of their request and provides the ability for all members of the public to view all requests and responsive documents. The software also provides tools for legal review and the ability to track time to identify and produce documents, staff costs, timeliness of request processing and other useful metrics. The company has continuously performed well and continues to meet the city's expectations.

Purchasing Resolution No. 23256, Section 602(o) states that when the procurement is for the renewal of maintenance, license(s), support, or a similar need for existing technology systems, including hardware, and the items are procured from a vendor /reseller that was originally selected based on the City's procurement standards, provided that 1) the vendor has been used continuously since such selection and 2) if there are non-substantive changes to the procurement, the Manager is satisfied that the best price, terms and conditions have been negotiated.

The Purchasing Manager concurs that the recommended actions follow Purchasing Resolution No. 23256, Section 602(o).

STRATEGIC PLAN ALIGNMENT:

The agreement with GovQA, LLC, a Delaware limited liability company, for the continuation of records requests automation software and support services contributes to Strategic Priority No. 5 - *High Performing Government* and Goal No. 5.2 - Utilize technology, data, and process improvement strategies to increase efficiencies, guide decision making, and ensure services are accessible and distributed equitably throughout all geographic areas of the City.

This item aligns with each of the five Cross-Cutting Threads as follows:

1. **Community Trust** – The GovQA Freedom of Information Act application enables the public to submit records requests electronically and the City to respond with responsive records making the records available to all and promoting transparency and accountability between the City and the public resulting in greater public good by building public trust.
2. **Equity** – The application is accessible to all community members and benefits the diverse populations of the City by providing public access to all requests and responsive documents.
3. **Fiscal Responsibility** – The City is satisfied with the performance of the application and support services provided by GovQA and has negotiated the best price, terms, and conditions for responsible management of City financial resources while ensuring continued quality public services to all.
4. **Innovation** – The agreement with GovQA, LLC, a Delaware limited liability company, provides continued operational reliability for timely responses to public records, an electronic repository of accessible records, and tools to manage better and track public records requests resulting in an improved average response time of 3.6 days.
5. **Sustainability & Resiliency** - The application has reduced costs by providing a paperless environment, maximizing efficiency, and eliminating duplicative research efforts on similar or common requests.

FISCAL IMPACT:

The total fiscal impact of this action is \$66,683 over the initial three-year term. Funds are budgeted and available in the General Fund, Innovation and Technology, Software Maintenance/Support Account No. 2415000-424310.

Prepared by: George Khalil, Chief Information Officer
Certified as to availability of funds: Edward Enriquez, Chief Financial Officer/Treasurer
Approved by: Lea Deesing, Assistant City Manager
Approved as to form: Phaedra A. Norton, City Attorney

Attachment: Software and Support Subscription Agreement