

City Council – Action Request Form

Date: June 13, 2022

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Scott Tesh, Director, Budget and Performance Management
Meridith Martin, Deputy Director, Budget and Performance Management

Council Action Requested:
Resolution Awarding Contract for the Replacement and Integration of Multiple Performance Management Systems

Strategic Focus Area: Service Excellence
Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness
Strategic Plan Action Item: No
Key Work Item: No



Summary of Information:

The City of Winston-Salem requested proposals from vendors providing Enterprise Performance Management Systems (EPMS) to replace aging performance management tools currently in use by City staff as well as assist management in tracking and updating strategic initiatives and priorities. The new cloud-based Enterprise Performance Management System will be compatible with evolving computer platforms and meet the changing needs of the City. Current systems to be replaced include OPEN and Key Work Items.

City/County Purchasing issued Request for Proposals (RFPs) for cloud based software and consulting with proposals received on March 31, 2022 from the following firms: AchieveIt Online, LLC, located in Atlanta, Georgia; and Envisio Solutions, Inc., located in Surrey, British Columbia, Canada.

Terms of the RFP document specified detailed evaluation criteria of business location, M/WBE commitment, cost effectiveness/price value, system architecture and functionality, and relevant experience and methodology. An evaluation panel of nine staff members from the City Manager’s Office, Budget and Performance Management, Community Development, City Clerk’s Office, and the Department of Transportation reviewed the proposals received. See Exhibit B for the detailed scores.

Committee Action:

Committee	Finance 6/13/22	Action	Approval
For	Unanimous	Against	
Remarks:			

Based upon the evaluation panel's assessment, it is recommended that a contract for software and consulting services per the costs detailed in the RFP be awarded to AchieveIt Online, LLC, in the initial contract amount of \$69,000.00.

Terms of the RFP specify an initial contract period of one year and reserve the right for the City to extend this contract for as many as two additional 12-month periods, if both parties agree and funds are made available for that purpose. The potential total estimated contract value for a three-year period is \$207,000. The following table illustrates the cost of services spread over three years.

Year	Software Subscription	Annual Total	% Increase
Year 1	\$69,000	\$69,000	0%
Year 2	\$69,000	\$69,000	0%
Year 3	\$69,000	\$69,000	0%
Three Year Total	\$207,000	\$207,000	0%

M/WBE comment: Notifications were sent to all local M/WBE and area HUB businesses on a weekly basis and the bid opportunity was advertised on the city and state websites. See Exhibit A for a complete list of businesses notified of this bid and the workforce demographics of the recommended vendor.