

## City Council – Action Request Form

**Date:** November 26, 2018

**To:** The City Manager

**From:** Thomas Kureczka, Chief Information Officer

**Council Action Requested:**

Resolution Approving a Contract with AgilePoint, Inc. for a New Business Process Management System

**Strategic Focus Area:** Service Excellence

**Strategic Objective:** Ensure Service Delivery Efficiency and Effectiveness

**Strategic Plan Action Item:** No

**Key Work Item:** Yes



**Summary of Information:**

Replacing the City's current Business Process Management System (BPMS) is an Information Systems FY18-19 Key Work Item. The latest version of the City's existing system, implemented in 2004, only runs on a no-longer supported server operating system, with no vendor-provided updates available. This has resulted in security concerns and functionality restrictions as we continue to implement new business applications.

Since implementing the current system, City staff has written several business applications to facilitate the initiation, review, and approval workflow of internal business operations. These workflow applications include:

- Request for Purchase Requisition
- Request for Check
- Purchase Card Reconciliation
- Request for Travel
- Request to Open a Vacant Position
- Request to Fill a Vacant Position
- Human Resources Turnaround Transaction
- Request for Leave

**Committee Action:**

<b>Committee</b>	<u>Finance 11/19/18</u>	<b>Action</b>	<u>Approval</u>
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<b>For</b>	<u>Unanimous</u>	<b>Against</b>	<u></u>
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**Remarks:**

Staff wrote a Request for Proposal (RFP) for a new solution based on the business needs of the City’s internal operations. Staff received 13 vendor responses, and using the review and selection criteria defined in the RFP, an evaluation panel of City staff narrowed the list down to four for a deeper proposal review. The final four vendors considered were AgilePoint, Inc.; CECS Technologies, LLC; Alliance of Professionals & Consultants, Inc.; and ClearCadence, LLC. Exhibit B provides the combined scores of the evaluation panel for each of the four finalists.

Of the 13 responding vendors, three have offices in North Carolina, with one being in Winston-Salem. Six of the vendors are minority businesses, one is a woman-owned business, and all of the remaining six vendors committed to utilize M/WBE sub-contractors for at least 10% of the contracted work.

Staff recommends AgilePoint, Inc. (AgilePoint) as the preferred vendor for meeting the City’s needs. AgilePoint, a minority-owned business, had the highest score using the defined selection criteria. AgilePoint’s headquarters is in Mountain View, CA, with no office in North Carolina but four offices spread across the east coast. They have been in business for 14 years with over 1,500 customer installations, including several in North Carolina and surrounding states.

The AgilePoint proposal includes user licenses, staff training, upgrades, and maintenance support. Implementation of the AgilePoint solution will also include the business process analysis and replacement of the Request for Check and Purchase Card Reconciliation business applications. Replacement of the remaining six business applications will be completed later by City staff, with a potential for some assistance from outside contractors.

The proposed contract with AgilePoint totals \$99,552 for project implementation and first-year licensing fees. The on-going annual license cost will be \$25,805 for years two through five. The total five-year cost will be \$202,772.

1 <sup>st</sup> Year Cost	2 <sup>nd</sup> Year Cost	3 <sup>rd</sup> Year Cost	4 <sup>th</sup> Year Cost	5 <sup>th</sup> Year Cost	Total 5 Years
\$99,552	\$25,805	\$25,805	\$25,805	\$25,805	\$202,772

Funding for all implementation costs and first-year license fees is available in the FY 2018-2019 I.S. capital budget. Staff recommends that the City enter into a contract with AgilePoint, Inc. for the new Business Process Management System.

M/WBE comment: Notifications were sent to all local M/WBE and area HUB businesses on a weekly basis. The bid opportunity was advertised on the City and State of NC Purchasing websites. See Exhibit A for a complete list of businesses notified of this bid and the workforce demographics of AgilePoint, Inc.