

TOWN OF PALM BEACH

Information for Town Council Meeting on: August 13, 2024

TO: Mayor and Town Council

VIA: Kirk W. Blouin, Town Manager

VIA: Robert Miracle, CPA Deputy Town Manager, Finance and Administration

FROM: Dean Mealy, II NIGP-CPP, CPPO Town Procurement and Contract Manager

RE: Resolution awarding RTN No. 2024-10, Municipal Agenda Items and Meeting Management Solution to CivicPlus, LLC. in the amount of \$31,909.50 for first year of the contract and awarding future annual maintenance expenditures for additional four years of the contract in the amount of \$121,470.23, approving contingency in amount of \$7,668.99 and establishing total project amount of \$161,048.72 for a total of five-year contract, contingent on annual budget approvals and satisfactory vendor performance

DATE: July 31, 2024

STAFF RECOMMENDATION

Staff recommends the Town Council approve Resolution No. 095-2024, awarding RTN No. 2024-10, Municipal Agenda Items and Meeting Management Solution to CivicPlus, LLC. in the amount of \$31,909.50 for first year of the contract and awarding future annual maintenance expenditures for additional four years of the contract in the amount of \$121,470.23, approving contingency in amount of \$7,668.99 and establishing total project amount of \$161,048.72 for a total of five-year contract, contingent on annual budget approvals and satisfactory vendor performance.

SUMMARY EXPLANATION/BACKGROUND

The Town of Palm Beach currently uses Granicus for meeting management and Novus for uploading and approving agenda items. Granicus has been in use since 2008 and Novus has been in use since 2011 but solutions lack many features that newer cloud-based systems offer. The Town issued this RFI in advance to explore available solutions that would provide economic benefits, efficiency improvements, and ensure the Town remains technologically up to date. A modern solution will offer increased capabilities, reduced response times, department-specific approval flows, serve as a repository for agenda items and their backup documentation, and allow the public to submit questions. Therefore, it is recommended that the Town replace its current agenda management software, which currently receives limited customer service and technical support from the vendor. A proactive exploration of available products was initiated to seek a comprehensive public meeting software solution that efficiently and effectively provides transparency and accessibility for residents using a platform that completes the entire meeting lifecycle.

The new software will support an efficient and comprehensive full-cycle public meeting process. The selection committee consisted of:

- Carolyn Stone, voting
- Jessica Savidge, voting
- Jim Palmer, voting
- Kelly Churney, SME non-voting
- Pat Gayle-Gordon, SME non-voting
- Katherine deClaire, SME non-voting
- Duke Basha, Facilitator, non-voting
- Martha Habib, Facilitator, non-voting

After reviewing all five solution proposals, the selection committee decided to interview four firms. Prudence B2B, LLC was found to be non-responsive. This is the time when RFI transitioned to a Request to Negotiate (RFN). Requests for negotiations and interviews were sent to all four firms, but Diligent Corp. declined the invitation due to scheduling conflicts. Three firms accepted to negotiate further:

- CivicPlus, LLC
- eScribe Software, LTD
- Granicus, LLC

Following the initial round of interviews, the selection committee narrowed down the list to two firms:

- CivicPlus, LLC
- eScribe Software, LTD

Each of these two firms was asked to provide an in-depth demonstration of their products. Subsequently, the Procurement contacted companies noted as current customers references. In the final meeting, the Selection Committee ranked eScribe Software, LTD as number 1, and CivicPlus, LLC as number 2.

Town Procurement started final negotiations of price, and terms and conditions with the first-ranked vendor, eScribe Software, LTD. Unfortunately, eScribe Software LTD was unable to accept the Town's terms and conditions and their proposed deviation of our terms and conditions was not acceptable for Town Attorney. Consequently, the Town entered negotiations with CivicPlus, LLC. Town Procurement and the Town Attorney successfully reached an agreement with CivicPlus, LLC.

FUNDING/FISCAL IMPACT

This project will be funded by IT Budget.

TOWN ATTORNEY REVIEW

Town Attorney was engaged in negotiations and approved final verification of the contract.