



**Customer Engagement Software Contract - Request for Award - EXC 23-003
(Ordinance S-48907)**

Request to authorize the City Manager, or his designee, to enter into a contract with Zencity Technologies US, Inc., to provide community engagement software for the Communications Office. Further request to authorize the City Controller to disburse all funds related to this item. The total value of the contract will not exceed \$957,000.

Summary

This contract will provide a web-based platform to analyze data obtained from relevant sources that include topics as it relates to the City. It also has the capacity to produce reports and surveys that will provide information on how the community views and engages with the City.

This item has been reviewed and approved by the Information Technology Services Department.

Procurement Information

In accordance with AR 3.10, standard competition was waived as a result of an approved Determination Memo based on the following reason: Special Circumstances Without Competition. The subscription service is currently being used by the Police Department and has proven to be a value-added service to the City. The contract will expand services for citywide use.

Contract Term

The contract will begin on or about July 1, 2022, for a three-year term with two, one year options to extend, in one-year increments.

Financial Impact

The aggregate contract value for will not exceed \$957,000 for the initial three-year term.

Funding is available in the Communications Office operating budget.

Responsible Department

This item is submitted by City Manager Jeffrey Barton and the Communications Office.