



# City of San Antonio

## Agenda Memorandum

**File Number:**

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**Agenda Item Number:** 6

**Agenda Date:** May 16, 2024

**In Control:** City Council A Session

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**DEPARTMENT:** Finance Department

**DEPARTMENT HEAD:** Troy Elliott

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Annual Contract for Vital Records Management System

**SUMMARY:**

This ordinance authorizes a contract with Genesis Systems, Inc. to provide a commercial off-the-shelf (COTS) system to manage vital records (Birth, Death, and Fetal Death Certificates) and optimize efficiencies throughout the business process workflow for the Office of the City Clerk (OCC) for a five year period with three additional one-year renewals from the go-live date for an estimated total cost of \$6,638,294. Funding in the amount of \$2,827,529 for project implementation is available from Tax Notes and included in the FY 2024 - FY 2029 Capital Improvement Program. Funding for subsequent years is contingent upon City Council approval of the annual budget.

**BACKGROUND INFORMATION:**

Submitted for City Council consideration and action is a proposal submitted by Genesis Systems, Inc. to provide a commercial off-the-shelf (COTS) system to manage vital records (Birth, Death, and Fetal Death Certificates) and optimize efficiencies throughout the business process workflow for the Office of the City Clerk (OCC).

The current vital records system is a mainframe based system that is no longer sustainable. As the mainframe continues to be decommissioned as part of the City's strategic direction, the City is seeking a new solution that will manage vital records sales and serve as a record repository to store local and state vital records. The new solution will interface seamlessly with TxEVER the State's vital record repository for the issuance of State records, as well as daily import of new incoming birth registrations and death registrations. The new solution will provide an index of records, manage/track/print security paper inventory, and track application forms and payment for the sales of the vital records in-person, online, and by mail.

The City issued a Request for Competitive Sealed Proposals (RFCSP) for "Annual Contract for Vital Records Management System" (RFCSP 23-102, RFX 6100016954) on August 7, 2023, with a submission deadline of October 4, 2023. The RFCSP was advertised in the HartBeat, TVSA channel, the City's Bidding & Contracting Opportunities website, the San Antonio e-Procurement System and an email notification was released to a list of potential Respondents. Five (5) proposals were received.

Two (2) proposals were deemed non-responsive of which one proposal was deemed non-responsive due to respondents' failure to submit required proposal documents; the second proposal was deemed non-responsive due to the respondent's failure to submit on the same material terms and conditions as included in the RFCSP.

On October 25, 2023, the proposals were discussed and evaluated by an evaluation committee which included representatives from the Office of the City Clerk (OCC) and the Information Technology Services Department (ITSD). The Finance Department, Procurement Division assisted by ensuring compliance with City procurement policies and procedures. The evaluation of each proposal was based on a total of 100 points: 35 points were allotted for Experience, Background and Qualifications; 30 points were allotted for Proposed Plan; and 15 points were allotted for respondent's Price Schedule. Twenty preference points were allotted for the Small Business Economic Development Advocacy Program: ten preference points for the Small Business Enterprise (SBE) Prime Contract Program and ten preference points for the Minority/Women-Owned Business Enterprise (M/WBE) Prime Contract Program. Additional categories of consideration included references and financial qualifications. After initial review and evaluation, the top two ranked respondents were selected for interviews.

On November 16, 2023, interviews were conducted with the two (2) shortlisted respondents. The respondents were again scored by the evaluation committee based on the aforementioned criteria. Individual scores were submitted, and aggregate scores were presented. After a recommendation for award was agreed upon by the evaluation committee and the price scores were revealed, GovOS, Inc., the highest-ranking firm, was recommended for award by the evaluation committee. During course of initial scope discussions, GovOS, Inc. demonstrated the inability to support all aspects of the scope of services for timely implementation of the system. Thus, the City ceased discussions with GovOS, Inc. and recommended award to the second ranked firm, Genesis Systems, Inc.

This contract will begin upon the effective date of the ordinance awarding the contract. Term of contract upon go-live date will be five (5) years with three (3) optional one-year renewal periods.

**ISSUE:**

This contract will provide a commercial off-the-shelf (COTS) system to manage vital records (Birth, Death, and Fetal Death Certificates) and optimize efficiencies throughout the business process workflow for the Office of the City Clerk (OCC).

The system proposed by Genesis Systems, Inc. will be provided through a hosted (off-premise) environment. The new system will enhance the business continuity of daily operations, as well as improve the data quality of vital records by converting manual vital records into digital format. The solution will provide the continued ability to process online requests and payments, a process to convert exported data into an image (PDF), the ability to OCR/parse metadata and provide a method of applying a digital signature.

Online ordering will be available through this solution. Online customers will be redirected to a secure site where they will finalize their vital records order. Additional fees will apply for online ordering. The Office of the City Clerk will work with third party processor to limit fees based on expected volume; although, this contract will not govern the fees. The Office of the City Clerk will advise of any associated fees in subsequent Council actions, as required.

This contract will be awarded in compliance with the Small Business Economic Development Advocacy (SBEDA) Program. The Goal Setting Committee applied the Small Business Enterprise (SBE) Prime Contract Program with ten (10) evaluation preference points, the Minority/ Women-Owned Business Enterprise (MWBE) Prime Contract Program with ten (10) evaluation preference points. Genesis Systems, Inc. was not eligible to receive any of the specified points.

This award is an exception to the Local Preference Program.

The Veteran-Owned Small Business Preference Program does not apply to non-professional service contracts, so no preference was applied to this contract.

**ALTERNATIVES:**

Should this contract not be approved, the Office of City Clerk (OCC) may be required to process individual procurements on an as needed basis thus effecting the ability of managing vital records (Birth, Death, and Fetal Death Certificates) and optimize efficiencies throughout the business process workflow for the Office of the City Clerk (OCC).

**FISCAL IMPACT:**

This ordinance authorizes a contract with Genesis Systems, Inc. to provide a commercial off-the-shelf (COTS) system to manage vital records (Birth, Death, and Fetal Death Certificates) and optimize efficiencies throughout the business process workflow for the Office of the City Clerk (OCC) for a five year period with three additional one-year renewals from the go-live date for an

estimated total cost of \$6,638,294. Funding in the amount of \$2,827,529 for project implementation is available from Tax Notes and included in the FY 2024 - FY 2029 Capital Improvement Program. Funding for subsequent years is contingent upon City Council approval of the annual budget.

**RECOMMENDATION:**

Staff recommends approval of this ordinance.

This contract was procured by means of a Request for Competitive Sealed Proposal and a Contracts Disclosure Form is required.