

Agenda item #19

**CITY OF SAN ANTONIO
PURCHASING & GENERAL SERVICES DEPARTMENT
CITY COUNCIL AGENDA MEMORANDUM**

TO: Sheryl Sculley, City Manager

FROM: Janie B. Cantu, Director of Purchasing & General Services

SUBJECT: Client Track Software System

DATE: June 29, 2006

SUMMARY & RECOMMENDATION

This ordinance authorizes the Purchasing & General Services Department to accept the sole source bid submitted by VIA Technologies, LLC to provide the City of San Antonio Community Initiatives Department with a client track CIMS2 software package for a total of \$79,920.00 from the Community Service Block Grant, of which \$42,120.00 is budgeted for year one; and \$18,900.00 is for years two and three. Staff recommends approval of this ordinance.

BACKGROUND INFORMATION

This contract will provide the City of San Antonio Community Initiatives Department (DCI) with a Client Track Software Management System which will be used for tracking, managing and collecting organization specific information for human service organizations. Client Track is a tracking and data collection system, which over time provides a means to collect and analyze information on the individuals and families requesting services through DCI. This sole source procurement is available only from VIA Technologies, LLC.

Client Track is used to collect and analyze information mandated by the U.S. Department of Housing and Urban Development. Client Track was utilized during the Hurricane Katrina and Hurricane Rita Relief efforts to collect and analyze data on services provided to the evacuees. Given the success of the system during hurricane relief efforts, DCI will utilize Client Track to manage and track DCI client services and to report statistical data for governmental and social service programs. The software will allow agencies to document measurable outcomes and provide qualitative data on all services provided through DCI programs, thereby improving management of these programs.

The system will be hosted and maintained by VIA Technology LLC. Participant agencies will access the system over the internet. VIA will employ industry best practices concerning security, client data confidentiality, backups and disaster recovery. Customer support will include software updates/upgrades during the contract period to keep the system consistent with data standard and reporting requirements. This contract will provide DCI with a "turnkey" solution that will meet the needs of the department and provide services to participating agencies.

POLICY ANALYSIS

This ordinance addresses the core issue of providing Safety Net services by DCI and through community stakeholders. This system will reduce duplication in services and strengthen service delivery to meet consumer needs in a more streamlined manner.

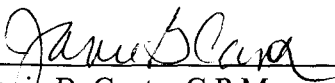
In their 2005 monitoring report, the Texas Department of Housing and Community Affairs recommends implementation of the CIMS2 software as a means to interconnect satellite offices, monitor services and report outcomes.

FINANCIAL IMPACT

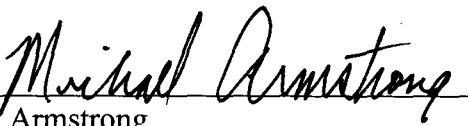
The total cost of this contract is \$79,920.00 for the term of the contract. Funding will be from the Community Service Block Grant, of which \$42,120.00 is budgeted for year one; and \$18,900.00 is for years two and three. All expenditures will be in accordance with the FY2005-2006 Budget approved by City Council.

COORDINATION

This item has been coordinated with the City of San Antonio Community Initiatives Department, City Attorney, Finance, Office of Management and Budget and Information Technology Services.




Janie B. Cantu, C.P.M.
Director, Purchasing & General Services



Michael Armstrong
Assistant City Manager/Chief Information Officer

Approved for Council Consideration:



Sheryl Sculley
City Manager

City of San Antonio
Contract Summary Sheet

Date **6-29-06**

Agenda Item:

Name/Title (Caption as shown on agenda):

An ordinance accepting the sole source bid submitted by VIA Technologies, LLC to provide the City of San Antonio Community Initiatives Department with a client track CIMS2 software package for a total of \$79,920.00 from the Community Service Block Grant, of which \$42,120.00 is budgeted for year one; and \$18,900.00 is for years two and three. Staff recommends approval of this ordinance.

[Presented by Janie B. Cantu, Director, Purchasing & General Services; Michael Armstrong, Assistant City Manager/Chief Information Officer]

Description of Item(s) and Use:

This contract will provide the City of San Antonio Community Initiatives Department (DCI) with a Client Track Software Management System which will be used for tracking, managing and collecting organization specific information for human service organizations. Client Track is a tracking and data collection system, which over time provides a means to collect and analyze information on the individuals and families requesting services through DCI. This sole source procurement is available only from VIA Technologies, LLC.

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Total : \$79,920.00 for the term of the contract

Bid Number and Title	06-103 Client Track Software
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Contract Period	6-1-06 through 5-31-08
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Method of Procurement	Sole Source
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Price Trend	New Procurement. No History
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Contract Info: ☒ **Formal** ☐ **Annual** ☐ **Support/Maintenance** ☐ **Lease**

Contractor(s):	VIA Technologies LLC, 230 N. Medina St., San Antonio, TX 78207
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Previous Related Council Action(s):

Date:	
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Agenda Item #:	
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Action:	
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Date:	
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Agenda Item #:	
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Action:	
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Anticipated Future Requirements and Actions:

Comments:

Using Department:	DCI
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