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Where Local Governments Find, Validate and Procure Great Technology

City: Aurora, IL
FOIA Final Briefing

Project Background

The City of Aurora seeks to deploy a FOIA/Public Records Request solution that that complies with existing processes / rules and is also user friendly.

Following the Clearbox Process, Marketplace.city:

- Created a Market Landscape with 16 vendors

- Upon review of solution and experience, the stakeholders determine 10 fit COA criteria based on solution, experience and capabilities

- Vendor Questionnaire was sent to 10 companies to better understand capabilities, experience, implementation approach and pricing (Opportunity Overview and Scope) for interested vendors to read and complete in order to be included in the reporting and selection process

- *Project paused after reviewing initial data in March for COA COVID-19 response*

- Validated and analyzed Vendor Response (4 in all):

  - 3 companies responded by initial deadline of 2/25. Companies were GovQA, Granicus and Zylab /Armedia, a joint response sent by Zylab.

  - Incumbent (NextRequest) did not respond by deadline of 2/25;

    - Although response was received on 5/6, they were eliminated from the process

  - Aurora stakeholders reviewed solutions for 2 new companies – GovQA and Zylab(w/Armedia). Granicus only provided application layer and was not a complete solution. Team already familiar with NextRequest capabilities at the incumbent vendor.

- Based on stakeholder discussion, pricing for 5 years was asked of qualified companies in May for June 10th response.

Vendor Response Summary- [Complete Report](#)

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Outreach was sent to 10 vendors, with 4 Vendor responses completed and reviewed in mandated timeline(2/25). Incumbent responded on 5/6 after being asked again for information.

Company	Product	Response	Notes/Reason
AINS	FOIAXpress	No	No response provided
Armedia	ArkCase	Yes(with Zylab)	Responded bundled with Zylab for more complete solution
CivicPlus	CP Connect	No	Indicated they did not fit scope
Exterro		No	Indicated they would respond, never sent
Gov QA	Exchange Platform	Yes	
Granicus	govService	Yes	
MCC Innovations	Just FOIA	No	Viewed as Low Probability Win
MSFW	Libria	No	Indicated they did not fit scope
Next Request		No	Response received on 5/6 - 10 weeks after deadline of 2/25
Zylab	ZyLAB ONE - FOIA	Yes	Included (Armedia in bundle)

Vendor Response Summary- [Complete Report](#)

The Vendor responses submitted were analyzed and summarized. Following, The City of Aurora conducted 2 demos with Gov QA and ZyLAB(Bundled Zylab and Armedia Solution)

Company[1]	Product	Solution	Experience (IL / Police)	Base Price	Pricing	Add-on Pricing	Notes
Gov QA	Exchange Platform	[Functional Requirement Response](#)	Y	• 2020: Fees Waived • 2021: $19,300 • 2022: $19,975	[Aurora Pricing](#)	[Add-on Services Pricing](#)	• 1 Redaction License included (additional license is $250 / user) • Discovery Module not included, but add-on capabilities exist ($6,000)
ZyLAB(+Armedia)	ZyLAB One - FOIA	[Functional Requirement Response](#)	N	• $25,000 one-time implementation fee • $18,000 /year • $100 /per month/named user	[Aurora Pricing](#) [Standard Pricing](#)		• Includes Discovery as bundle
Granicus	govService	[Functional Requirement Response](#)	N	• $5,000 one-time implementation fee • $14,300 /year	[Aurora Pricing](#)		• Not a complete solution (frontend digital tool that would require integration with other tools)

Vendor Benefit/Risk summary

Benefits and Risks Analysis was conducted following the demos to further evaluate the two vendors beyond the incumbent.

Company	Benefits	Risks	Functional Requirements	Service / Support	Usability	Experience / References	Pricing (+ add-ons)*	Stand-Alone FOIA	Scalability (Discovery)	Total
GovQA	• Easy user interface • Saw all tools that were needed; both currently and for the future • Logical workflow	• Redaction not included • Discovery capabilities exist for additional cost	5	5	5	5	5	5	5	**35**
ZyLAB(+ Armedia)	• Had all the necessary requirements • Solution includes Discovery in pricing	• Tool crowded and complex; not user friendly • No Stand-alone FOIA Solution (Bundled w/ Discovery) • No Illinois experience • No police experience	5	5	1	1	1	1	5	**19**

Granicus was not scored because it was not a complete solution and was eliminated from the process going forward.

*Scoring based on initial pricing. Complete overview found on Slide 6

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City of Aurora Best Fit Determination

GovQA

Overview:

After using the Marketplace.city process, the functional stakeholders have determined GovQA has the best fit solution to comply with existing processes / rules and provide a turnkey system for both city employees and citizens, with scalable and clear pricing. GovQA's Exchange Platform offers centralized, standardized, secured, streamlined, and automated request and communication management — finely tuned to meet the City of Aurora's needs.

Decision Factors

- **Superior Product:** The GovQA solution is the preferred platform as it is secure, has an intuitive interface that is easy to use, and has all the features requested by the team

- **Met City's Requirements:** GovQa's solution met / exceeded all functional, Customer support and implementation requirements

- **Scalability / Innovation**: GvQA offers many solutions for management of government compliance processes. These offerings include modules for invoicing, online payments, and OCR conversion as well as solutions for subpoenas, legal holds, complaints, correspondence, claims, discovery, and citizen requests (CRM/311).

- **References & Customer Base:** GovQA has a strong customer base, With 110+ of the top 300 U.S. cities, 35% of top U.S. counties, and 80+ state agencies as clients:
  - *Similar experience (size/scope): Huntington Beach, CA; St. Petersburg, FL; and Reno, NV*
  - *IL Experience: Joliet, Cook County Sheriff's Office, and Chicago Police Department/Office of Emergency Management & Communications*

- **Risk:** All costs are waived for 2020, and the City can opt out at yearly intervals across the 5 years

Contract Details

Contract Type	Software Subscription
Contract Duration	5 years of pricing Ability for the City have annual renewals or opt out at yearly intervals
Pricing Summary	2020: No Cost 2021: $24,300 2022: $25,151 2023: $26,031 2024: $26,942 2025: $27,885 Total Cost: $130,309
Documents	Final Pricing Document

Appendix:

- Process Timeline
- Vendor Response Summaries Analysis

Timeline

February 25th	Vendor Submission Deadline
March 1st	Marketplace.city Report and Briefing Draft Complete
March 5th	High Level results review
March 12th	Additional results review and confirmation of vendor demos*
April	City of Aurora conducted Vendor Demos conducted with additional companies
May 12th	Completed Reporting with Detailed Information
May 14th	Internal deliberations and reviews
June 1	Final Briefing Review; Determination to get quotes with 5 year pricing
June 10th	Updated pricing receiving
June 19th	City of Aurora Alignment on Best Fit Vendor (GovQA)

*Delay for City of Aurora COVID response

Solution Summary - [Link to Report](#)

These are summaries of the 3 vendor responses from 2/25 submission. They are included in the packet for completeness and share the process of decision making

Company Name	Functional Requirement Summary	Functional Requirement Sheet	Product Sheet	Customer Support Model	SLAs	Document Storage	Adjacent Offerings
GovQA	Yes to all functional requests, included in standard Solution	[Functional Requirement Response](#)	[Product Sheet](#)	• Online / Phone Support • 24/7 Coverage for critical issues	Tiered Response Times • Level 1: 24 hours • Level 2: 4 hours • Level 3: 30 minutes	1TB included Additional storage: • 1 TB- $500 /yr	Invoicing, Payments, OCR Conversion, Legal, Complaints, CRM/311
Zylab(+ Armedia)	Yes to all functional requests except: • Not CJIS certified, but willing to discuss certification if required	[Functional Requirement Response](#)	[Product Sheet](#)	• Online / Phone Support • 24/7 Coverage for critical issues • Available Onsite Support	Tiered Response Times • Level 1: 2 hours • Level 2: 4 hours • Level 3: 8 hours • Level 4: 16 hours	1 TB included. Additional storage: • $3000/TB /yr	eDiscovery used for - Litigation Support - Regulatory Requests - Internal Investigations
Granicus	Multiple No or Partials: • Online solution, manuals or mail would need to be added • No native redaction; integrates to redaction tools • No to database related questions since just a front-end tool (requires integration with other tools for complete solution)	[Functional Requirement Response](#)	[Product Sheet](#)	• Online / Phone Support • 24/7 Coverage for critical issues	Tiered Response Times • Not provided	Document Storage not included	govServices can be a full digital services platform

Granicus solution is provided for only for completeness.

The Granicus solution was not scored (page 5) because it was not a complete solution and was eliminated from the process going forward.

Experience Summary -

These are summaries of the 3 vendor responses from 2/25 submission. They are included in the packet for completeness and share the process of decision making

Company Name	Reference Locations	Illinois Locations	Police Experience	Aurora Experience
GovQA	• Huntington Beach, CA • St. Petersburg, FL • Reno, NV	• Joliet • Cook County Sheriff's Office • Chicago Police Department/Office of Emergency Management & Communications	Yes	No
Zylab (+ Armedia)	• Scottsdale , AZ • Pierce County, WA Johnson County, KS	• No	No	No
Granicus	• US launched in late 2019 • UK engagements: Durham, Wrexham, Aberdeen	• No for GovService, for other offerings	No	Yes, meeting and agenda management software solutions

- GovQA and Zylab have significant US experience; GovQa has experience in Illinois
- GovQA has specific police department experience
- Granicus is an existing Aurora Vendor
- NextRequest is incumbent vendor for FOIA

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Pricing Summary -

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These are summaries of the 3 vendor responses from 2/25 submission. They are included in the packet for completeness and share the process of decision making

Company Name	Pricing Summary	Link to Pricing	Standard Pricing	Implementation Timeline	Key Factors for Implementation
GovQA	• 2020- Fees Waived • 2021- 19,300 • 2022 - $19,975 • Beyond 1TB of storage $500 per year.	Aurora Pricing	Not Provided	• Standard: 12 weeks • Been completed in as few as 3 weeks	• Customer configuration and requests • Project leadership
Zylab (+Armedia)	• $18,000 per year • $100 per year per named user • $25,000 one-time implementation fee • $3,000 per 1TB of storage beyond 1TB	Aurora Pricing	Standard Pricing Document	• 4 to 12 weeks	• Customer Resources • Scope Changes • Data Conversation
Granicus	• $14,300 per year • $5,000 one-time implementation and training	Aurora Pricing	Not Provided	• 8 to 16 weeks	• Customer configuration and requests

- All operate as a subscription basis; quoted in 1- or 3-year terms but all are flexible
- All have one-time fees; GovQA has waived those fees

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5 Year Cost Comparison

The City of Aurora engaged with the vendors for a 5-year contract comparison that includes opt out at yearly intervals.

Company	Year 1	Year 2	Year 3	Year 4	Year 5	5 Year Total	Notes
GovQA	$ 24,300	$ 25,151	$ 26,031	$ 26,942	$ 27,885	$ 130,309	No Payments in 2020 *(Y1 begins in 2021)*
Zylab (+Armedia)	$ 36,000	$ 36,000	$ 36,000	$ 36,000	$ 36,000	$ 180,000	Includes Discovery as Bundle

- 40 total users, 25 with the capabilities for redaction (if that is priced differently). Assume no more than 1TB of data.
- 5 years of pricing
- Ability for the City have annual renewals or opt out at yearly intervals, in the 5 year window.