

Purchase Request #5
Regular Board Meeting August 2, 2021
Consideration of Approval to Contract for Web Support Services

ADMINISTRATION RECOMMENDATION/REPORT

The administration recommends that the Board of Trustees approve a contract with Coolsoft LLC for web support services for the external relations (marketing) department.

BACKGROUND

The College's marketing department manages the sanjac.edu and internal.sanjac.edu websites using Drupal as the content management system. The website is customized and requires development services in order to maintain and improve the site. The College has two dedicated web staff managers to support the high volume of work. Their work is augmented by developers that are sourced through a vendor specializing in Drupal development, and through internal staff in the information technology services (ITS) department.

Request for proposals #21-11 was issued on December 9, 2020 to procure IT professional services, including web support services. Nineteen responses were received for Drupal services and evaluated by a team comprised of representatives from the ITS and marketing departments. The five highest-ranked firms were invited to the interview stage, of which four elected to participate. The evaluators determined the proposal submitted by Coolsoft LLC will provide the best value to the College.

IMPACT OF THIS ACTION

Coolsoft LLC will provide maintenance and support of the Drupal-based content management system at www.sanjac.edu. They will review and install core and module updates and configurations, perform cascading style sheet adjustments, update fields to content types, provide view updates, and serve as a resource for questions. These services are mission critical to maintaining the integrity of the website. The College relies on the website for student recruiting, student enrollment, information sharing, and numerous other key functions.

BUDGET INFORMATION (INCLUDING ANY STAFFING IMPLICATIONS)

The estimated annual expenditure is \$200,000 and will be funded from the marketing department's 2021-2022 operating budget and Higher Education Emergency Relief Funds.

MONITORING AND REPORTING TIMELINE

The initial one-year award term will commence on September 1, 2021, with renewal options of three one-year terms.

ATTACHMENTS

Attachment 1 - Tabulation

RESOURCE PERSONNEL

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ATTACHMENT NO. 1 - Tabulation

RFP 21-11

IT Professional Services - Web Support Services (Drupal Services)

Part 1 - Qualifications (90 Points)

Qualification Criteria (Row 1)	Maximum Value	Elegant Enterprise	Midtown Group	American Unit, Inc	Spearhead Group, Inc.	Coolsoft LLC	vTech Solution Inc	Appdiction Studio	Infojini, Inc.	Red River	Radgov Inc.
Qualifications-Personnel	150	121	100	118	103	123	109	101	117	125	103
Attachment A	90	90	90	90	90	81	90	90	90	65	90
Performance/References	90	76	67	63	68	65	73	60	67	76	61
Qualifications-Firm	60	48	48	47	47	53	48	43	51	53	45
Price Proposal	90	63	90	75	85	63	64	84	52	41	59
Financial Status	60	53	52	51	50	51	51	51	48	50	49
Total (90 x 6 Evaluators)	540	451	447	444	443	436	435	429	425	410	407
Average Score	90	75	75	74	74	73	73	72	71	68	68

Qualification Criteria (Row 2)	Maximum Value	V3iT Consulting	Insight Global	Campus Works	INSI Cloud Inc	Avanade, Inc.	Kanopi Studios	Sparkhound LLC	Aten Design Group, Inc.	Latacco Consulting
Qualifications-Personnel	150	97	93	103	61	104	102	95	84	75
Attachment A	90	75	82	90	8	90	45	81	60	7
Performance/References	90	65	64	67	41	76	68	55	38	50
Qualifications-Firm	60	43	46	46	29	49	49	37	45	34
Price Proposal	90	71	59	31	184	0	35	35	35	57
Financial Status	60	50	48	47	36	32	51	30	36	41
Total (90 x 6 Evaluators)	540	401	392	384	359	351	350	333	298	264
Average Score	90	67	65	64	60	59	58	55	50	44

Part 2 - Interviews (10 Points) and Final Scores

Total Criteria	Maximum Value	Elegant Enterprise	Midtown Group	American Unit, Inc	Spearhead Group, Inc.	Coolsoft LLC
Qualifications - Part 1	90	75	75	74	74	73
Interviews - Part 2	10	0	4	5	4	10
Final Score	100	75	79	79	78	83