

June 11, 2024

Honorable Mayor and City Council
City of Long Beach
California

RECOMMENDATION:

Recommendation to adopt Specifications No. RFP HE-23-299 and award a contract to ScribSoft Holdings, Inc., DBA Permitium, of Charlotte, NC, to develop and manage a vital records software, for a period of two years, with the option to renew for three additional one-year periods, at the discretion of the City Manager; and authorize the City Manager, or designee, to execute all documents necessary to enter into the contract, including any necessary subsequent amendments. (Citywide)

DISCUSSION

City Council approval is requested to enter into a contract with Permitium for the development and management of a vital records platform to modernize and automate the birth and death records application process in the City of Long Beach (City). The platform will allow a more convenient way for customers to request copies of birth and death records online rather than requiring them to come in-person or mail an application to apply and receive records.

The Request for Proposals (RFP) was advertised in the Long Beach Press-Telegram on December 6, 2023, and 22 potential proposers specializing in vital records software were notified of the RFP opportunity. Of those proposers, 10 downloaded the RFP via the City's electronic bid system. The RFP document was made available from the Purchasing Division, located on the sixth floor of City Hall, and the Division's website at www.longbeach.gov/purchasing. An RFP announcement was also included in the Purchasing Division's weekly update of Open Bid Opportunities, which is sent to 44 local, minority-owned, and women-owned business groups. There were 8 proposals received on January 12, 2024. Of those 8 proposers, 2 were Minority-owned Business Enterprises (MBEs), 1 was a Women-owned Business Enterprise (WBE), 1 was a certified Small Business Enterprises (SBE), and none were Long Beach vendors (Local). The selection committee determined that ScribSoft Holdings, Inc., DBA Permitium, of Charlotte, NC (none), was the most qualified firm to provide the services.

Permitium was chosen based on their demonstrated capacity and experience, strong method of approach, communications and reporting plan, and the reasonableness of cost of their proposal.

Local Business Outreach

To align with the City's outreach goal, Long Beach businesses are encouraged to submit proposals for City contracts. The Purchasing Division also assists businesses with registering on the Long Beach Buys platform to download RFP specifications. Through outreach, 3 Long Beach vendors were notified to submit proposals, of which none downloaded or submitted a proposal. The Purchasing Division is committed to continuing to perform outreach to local vendors to expand the bidder pool.

This matter was reviewed by Deputy City Attorney Anita Lakhani on May 21, 2024, Administrative Analyst Tommy Ryan on May 17, 2024, and by Budget Analysis Officer Greg Sorensen on May 23, 2024.

TIMING CONSIDERATIONS

City Council action to adopt Specifications No. RFP HE-23-299 and award a contract concurrently is requested on June 11, 2024, to ensure the contract is in place expeditiously.

FISCAL IMPACT

There is no fiscal impact associated with this recommendation. There will be no cost to the City. Permitium's vital records system will be paid for entirely by the consumer per application. The customer service fees include:

- \$5.00 service fee paid per application by consumer.
- \$1.00 VitalVerify fee paid per application by consumer.
- \$0.30 + 3.3 percent of total transaction credit card fee.

This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



Alison King
Director
Health and Human Services

APPROVED:



THOMAS B. MODICA
CITY MANAGER