



City of Coral Gables
CITY COMMISSION MEETING
December 13, 2022

ITEM TITLE:

Resolution. A Resolution accepting the recommendation of the Innovation & Technology (I.T.) Department to waive the competitive process of the Procurement Code and purchase the Zoocha Annual Maintenance Service as a “Special Procurement/Bid Waiver”, pursuant to Section 2-691 of the City’s Procurement Code.

DEPARTMENT HEAD RECOMMENDATION:

Approval.

BRIEF HISTORY:

The City Clerk’s office along with Office of Communications and Innovation & Technology department purchased the Drupal Enterprise Web Platform in July 2021 to operate the City’s Public Website. Zoocha was the selected vendor for this implementation due to their expertise with the platform.

The new site's goal is to assist visitors in easily locating information, while also updating the look and feel of the site: <https://www.coralgables.com>. This website was built on a state-of-the-art digital experience platform (Drupal DXP) with improved service-oriented design, citizen services directory, enhanced features and functionalities, advanced search function, integration with city applications, streamlined content, and new video and photography showcasing the City Beautiful’ s nature, historic landmarks, gorgeous residential areas, and vibrant business and arts and culture districts.

The system has been in place in a production environment since August 2022 and it is currently time to renew the maintenance service agreement for the platform. All services related to this contract will be delivered exclusively and entirely by Zoocha. Zoocha have exclusive rights to all services provided or related to the Zoocha company including all work completed by members of our organization over the duration of this contract.

This request is to renew the annual maintenance subscription and AWS hosting services in an estimated at \$40,210.00 per year for as long as the service is required and in an amount not to exceed the available budget. The maintenance service covers incident and application problem management, application and infrastructure incident management and proactive maintenance and is activated on an annual basis.

Under Section 2-691 of the Procurement Code, entitled “Special Procurement/Bid Waiver,” a special procurement may be initiated when an unusual or unique situation exists that makes the application of all requirements of competitive sealed bidding or competitive sealed proposal contrary to the public interest.

FINANCIAL INFORMATION:

No.	Amount	Account No.	Source of Funds
1.	\$ 40,210.00	001-3200-519-54-01	Operations

ATTACHMENT (S): 1. Resolution