

PORTFOLIO TITLE: Citizen Engagement Platforms
LEAD STATE: Utah

OVERVIEW:

Master agreement awards to the 18 suppliers in this portfolio include a diverse range of citizen engagement solutions and value-add products and services. The Lead State is executing master agreements with awardees as needs are identified. If you are interested in doing business with an awardee that does not yet have a master agreement posted to the [NASPO ValuePoint website](#), please reach out to the Lead State contact identified on the [portfolio homepage](#).

INITIAL TERM: 09/15/2021 – 9/14/2026

RENEWALS: Two one-year renewals

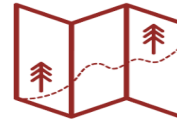
TOTAL POSSIBLE TERM: Seven (7) years

PRODUCT CATEGORIES:

1. **Platform Management:** Software solutions offering a variety of applications to help public entities manage systems across platforms. This category includes solutions that answer questions and remember, remind, and respond to users.
2. **Master Data Management:** Software solutions that provide the means to associate various records pertaining to an individual. This category includes technology to ensure uniformity and accuracy of master data assets and coordination of data across all platforms. These solutions also allow a public entity to create and manage a central, persistent system of record or index of record for master data and support ongoing master data stewardship and governance requirements through workflow-based monitoring and corrective-action techniques.
3. **Chatbots and Customer Service:** Software solutions that provide Robotic Process Automation (RPA) to assist government agencies by responding to frequently asked questions quickly to complete a transaction or find information.
4. **Customer Engagement:** Software solutions that provide a centralized platform to manage multiple interactions with customers. These solutions offer a platform for studying customer behavior through all channels and touchpoints of interaction such as by phone, in person, or online.
5. **Social Listening:** Software solutions that allow entities to view the “voice of the customer” across all input channels, such as through email, web forms, social media, and inbound calls. These solutions utilize a dashboard to effectively identify issues, satisfaction, and needs.

In addition to the above, contractors in this portfolio may also offer additional value-add items and services, such as identity management, referral engines, user behavior analytics, digital wallets, web hosting, website and web app development, eCommerce services, and payment processing.

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SUPPLIERS AWARDED*:

Supplier	Category 1: Platform Mgmt	Category 2: Master Data Mgmt	Category 3: Chatbots & Customer Service	Category 4: Customer Engagement	Category 5: Social Listening
Accenture	X		X	X	
Adobe	X	X		X	
Bang the Table USA LLC				X	X
Blue Prism Software Inc.			X	X	
Citibot, Inc.			X		
CitizenLab				X	
CoreSphere, LLC				X	
Deloitte	X	X			
Granicus, LLC				X	
IBM	X	X	X	X	
Indigov Corporation	X			X	
Maximus US Services, Inc.	X				X
Medallia				X	X
Merit International	X				
PayIt, LLC				X	
Sambuq.com Inc	X				
Synchronous Technologies Inc. DBA GreenRope				X	
Tyler Technologies Inc.	X	X			

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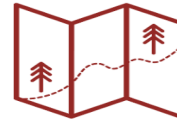
KEY BENEFITS:

- This new NASPO ValuePoint portfolio provides users with a broad and diverse menu of citizen engagement platform offerings across five award categories.
- Awards are based on offerors' demonstrated experience, capacity, and expertise in the industry.
- Awards include related value-added services as professional services, consulting, implementation, and payment processing.
- Multiple options and solutions are available to end users to make a best value selection for their individual needs within any one category.

PRICING:

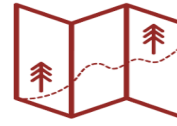
Price catalogs for each contractor can be accessed by clicking on the contractor tiles on the NASPO ValuePoint [Citizen Engagement Platforms](#) portfolio homepage. Customers may negotiate lower pricing.

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<u>PROCUREMENT BACKGROUND:</u> Citizen Engagement Platforms was approved by the NASPO ValuePoint management board as a new NASPO ValuePoint contract portfolio in 2021. The RFP allows the Lead State to conduct “refresh” solicitations at its discretion to allow additional vendors to compete for an award and additional solutions to be added to the scope of offerings.	<u>STATES ON SOURCING TEAM:</u> ★ Utah (Lead) ★ Idaho ★ Louisiana ★ Missouri 
<u>SOLICITATION INFORMATION:</u> ✓ Type: <u>Request for Proposal (RFP)</u> ✓ Solicitation Number: <u>KM21-47</u> ✓ Publicly Advertised: <u>4/1/2021 – 5/17/2021</u> ✓ Posted On: <u>Utah Public Procurement Place</u> ✓ Posting Link: <u>Citizen Engagement Platform</u> ✓ Number of Days Publicly Posted: <u>46</u> ✓ Number of Amendments Posted: <u>11</u>	<u>PUBLIC OPENING:</u> Sealed responses were unsealed upon closing of the solicitation at <u>1:00pm MT on 5/17/2021</u>. <u>VENDOR RESPONSES:</u> • Number of Vendor Responses Received: <u>39</u> • Number of Non-Responsive Vendor Responses: <u>3</u> • Number of Vendor Responses Evaluated: <u>36</u>
<u>EVALUATIONS:</u> Responses to the solicitation were evaluated by the members of the Sourcing Team in a virtual meeting held on <u>6/15/2021</u>. 	<u>EVALUATION CRITERIA:</u> Responses were evaluated based on the following Evaluation Criteria: 1. Level of Expertise Plan 2. Risk Assessment Plan 3. Value Added Plan 4. Service Plan 5. Ease of Use Functionality 6. Real World Examples 7. Data Privacy Controls 8. Cost Proposal Form (ROI) Business Profile
<u>SCORING:</u> Responses were scored according to the RFP’s Evaluation Criteria across one evaluation stage, which included a return-on-investment cost evaluation and a minimum total score threshold of 75%. Detailed scoring information can be found in the Citizen Engagement Platforms Award Justification Statement posted on the NASPO ValuePoint Citizen Engagement Platforms portfolio landing page.	
<u>AWARD:</u> The RFP allowed for multiple vendor awards in each award category based on each vendor’s success in earning more than 75% of the maximum 5,750 total points possible. 18 of the 36 vendors evaluated met the required minimum score threshold in one or more categories, making them eligible for award.	

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PUBLIC POSTING OF AWARD:

- Award Posted: 7/27/2021
- Posting Link: [Award Justification Statement](#)
- Vendors Awarded: 18
- Protests Received: 0



AWARDED VENDORS:

- Accenture
- Adobe
- Bang the Table USA LLC
- Blue Prism Software Inc.
- Citibot, Inc.
- CitizenLab
- CoreSphere, LLC
- Deloitte
- Granicus, LLC
- IBM
- Indigov Corporation
- Maximus US Services, Inc.
- Medallia
- Merit International
- PayIt, LLC
- Sambuq.com Inc
- Synchronous Technologies Inc. DBA GreenRope
- Tyler Technologies Inc.

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