



City of Biggs

Agenda Item Staff Report For the Regular City Council Meeting: November 12, 2013

TO: Honorable Mayor and Members of the City Council
FROM: City Administrator
SUBJECT: Blackboard Connect

Council is being asked to consider the past and potential future use of the Blackboard Connect (robo call) system, similar systems and direct staff.

Background:

Staff recently discovered that the service had been discontinued. The service was originally purchased by Gridley PD some years ago for Gridley and Biggs. The PD subsequently decided that the low usage didn't produce an acceptable cost/benefit ratio, and cancelled the service for both cities in June 2013.

The vendor supplied the attached quote of \$1,927.13 per year for the service for the City of Biggs.

Mark Sorensen, City Administrator

Blackboard Connect for Government[®] GSA Quote

Unlimited Use Service Proposal for City of Biggs, CA

Company Information

Blackboard Inc.
650 Massachusetts Ave., NW, 6th Floor
Washington, DC 20001

DUNS Number: 01-613-1430
Tax ID Number: 52-2081178
CAGE Number: 1QLN4
GSA Contract Number: GS-35F-0554M

Service Summary: The Blackboard Connect for Government service allows government leaders to provide notices, direction, and reassurance to reach thousands of constituents in minutes without having to invest in or maintain hardware, software, or additional phone lines. Now, you can reach your entire community—quickly and reliably—with voice, text, and email messages.

Services include:

- An integrated communications suite, including Priority Communication, Community Outreach and Interactive Survey
- Voice and text/SMS delivery to multiple communication devices
- Geo-Calling feature lets you target recipients using a map
- 24/7/365 proactive Client Care support
- Unlimited use for a fixed, annual fee
- Initial set-up, training and refresher training sessions included
- Delivery to up to three phones, two email addresses and one SMS phone per contact
- Superior call routing, throttling, and load balancing expertise
- Fully hosted and managed Software as a Service (SaaS) — no maintenance required
- Message delivery tracking with comprehensive reporting

Quote Summary: *All products and services quoted are available through the Blackboard Inc. GSA Schedule GS-35F-0554M and pursuant to the Terms and Conditions negotiated therein.*

PLEASE INCLUDE IN THE PURCHASE ORDER ALL THE INFORMATION IN THE PRICE QUOTE BELOW AND PLEASE MAKE SURE THAT BLACKBOARD GSA SCHEDULE # GS-35F-0554M IS CLEARLY WRITTEN ON YOUR PURCHASE ORDER. PLEASE SIGN THIS PRICE QUOTE, SCAN BOTH DOCUMENTS, AND EMAIL THEM TO Vic.Rudd@blackboard.com.

<i>SIN #</i>	<i>Product Description</i>	<i>Initial Term & Scope</i>	<i>GSA Price</i>	<i>Annual Fee</i>
132-32	Blackboard Connect for Government Service	<p>Annual Term for 508 Recipients</p> <p>The first annual term of this agreement will be for 12 months effective on Customer's Execution Date below and Blackboard's acceptance and agreement ("Effective Date")</p> <p>Subsequent terms will be annual based on the Customer's Effective Date</p>	\$1.91 per Recipient	\$ 970.28
132-32	Annual Support Fee	Annual Support Fee	\$957.13	<p>\$957.13</p> <p>Total Annual Fee Period =</p> <p>\$1,927.41</p> <p>Payable by PO at contract Inception</p> <p>Subsequent terms will be annual based on the Customer's Start Date.</p>

<p>Questions? Please call:</p> <p>Hannah Cummings, Contracts 202-463-4860 x2727 or</p> <p>Vic Rudd 775-825-9684 Vic.Rudd@blackboard.com</p>	Next Steps	
	1. Fax Purchase Order and Signed Proposal to 818-450-0425	
	2. Import recipient data (Blackboard Connect provides resident/ business data).	
	3. Implementation of service and orientation for all designated system users.	
4. Begin sending Priority, Outreach and Interactive Survey communications.		
<p>City of Biggs, CA</p> <p>Authorized Signatory: _____</p> <p>Name & Title: _____</p> <p>Execution Date: _____</p> <p>Address: City of Biggs, CA 465 C Street Biggs, CA 95917-0307</p> <p>Name: Mark Sorensen Phone: 530-868-0100 FAX: Email: Mark@biggs-ca.gov</p>	<p>BLACKBOARD CONNECT INC.</p> <p>Authorized Signatory: _____</p> <p>Name & Title: _____</p> <p>Execution Date: _____</p> <p>Address: Blackboard Inc. 650 Massachusetts Ave., NW, 6th Floor Washington, DC 20001</p> <p>Phone: (202) 463-4860, ext. 2953 Efax: (818) 450-0425 Email: ConnectContracts@blackboard.com</p>	