August 15, 2017

The Honorable Suzanne Fuentes, Mayor of El Segundo
and Members of the El Segundo City Council
El Segundo City Hall
350 Main Street
El Segundo, CA 90245

Dear Mayor Fuentes and members of the City Council:

We are submitting this letter to Council as the City of El Segundo Technology Committee and its members: Chair David Froemke, Vice Chair Paul Lanyi, Member Lindsey Breeden, Member Brian Hauer, Member Tori Lieberstein, and Member Tom Vanek. We are writing to address the recommendation made to the Council by the Recreation and Parks department regarding the selection and implementation of the CivicPlus.

While we understand the reasoning behind the choice Recreation and Parks made, the Technology Committee does not support the decision to recommend CivicPlus. As a Committee, we have been trusted to advise the City on systems and processes that will provide stability, security, and longevity. We feel that Perfect Mind is superior in many areas, most importantly it supports our long-term vision of having a user dashboard where residents can login and see everything happening in our city, pay their water bill, order a wristband for July 4th fireworks, and many other useful features. Below are a number of issues and concerns with the overall process and CivicPlus in particular.

The time the vendors had to respond to the RFP was far too short -- leaving us with only two vendors to choose from. If the window had been longer, perhaps we would have had more options, but in the end we only have two to choose from because of the process.

Let us reiterate that our goal as the Tech Committee is to provide strategic direction while ensuring that the chosen solution is also secure.

There are some clear issues with CivicPlus. To band aid some of the known cyber-attack issues, the solution unbeknownst to the user jumps through multiple sites. This in fact degrades the quality of the experience. As a result of passing through multiple sites, we have very strong concerns about CivicRec's ability to protect personal information of the residents and members of the community who will be using the site. It is paramount that we select a solution that can provide very high confidence of securing all personal information.

We have two specific concerns regarding the look and feel. First, they lack a modern mobile experience - every activity should be able to be smoothly and easily managed on any mobile device. As an analogy, CivicPlus’ solution is more CompuServe than Google in terms of look and feel, ease of use and mobile flexibility.
Finally, CivicPlus does not offer an API. This prevents their system from sharing information into a Dashboard which is a critical requirement for a chosen solution. (Application program interface (API) is a set of routines, protocols, and tools for building software applications. An API specifies how software components should interact.)

Let us also be clear about costs. While CivicPlus may have come in with a lower overall bid, if you match the two solutions on an hour for hour (both at x hours for development, y hours for testing and g hours for training, for example, they are essentially a wash in terms of costs.

We believe that Perfect Mind covers the issues above and we feel it will be less costly over time as we develop the future of El Segundo’s customer focused user experience.

We appreciate your consideration of these points listed as you are making your decision.

Sincerely,

The El Segundo Technology Committee

Member Lindsey Breeden
Member Tori Lieberstein
Member Brian Hauer
Member Tom Vanek
Vice Chair, Paul Lanyi
Chair, David Froemke