

Request for Committee Action

To: Ways & Means
Date: 1/25/2016
From: Information Technology
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Presented by: Otto Doll, Chief Information Officer
File type: Action
Subcategory: Contracts & Agreements

Subject:

Contract amendment with Verint Americas, Inc. for 311 Lagan system support

Description:

Authorizing a contract increase of \$20,000 with Verint Americas, Inc. (formerly Kana Software, Contract No. C-37587, for a new not-to-exceed contract total of \$1,220,000 for the support, maintenance, and hosting services for the 311 Lagan system.

Previous Actions:

November 12, 2013 - Committee recommends that the proper City officers be authorized to execute a new three-year contract with KANA Software Inc., for support, maintenance and hosting services for the 311 Lagan system, in an amount not to exceed \$1,200,000 for three years, and to include two one-year options to extend the contract.

Ward/Neighborhood/Address:

Not Applicable

Background/Analysis:

The City has a Contract for Professional Services, contract C-37587, with Verint Americas, Inc. (formerly Kana Software) for the support, maintenance and hosting services for the 311 Lagan system. The current contract has a total value of \$1,200,000 and expires November 30, 2016.

Information Technology and 311 are adding a one-time additional data migration from Lagan ECM v7.011 to Lagan Enterprise 13R1, along with a one-time set up fee. The Data Migration allowed for all prior years 311 data to be loaded into the new database. This effort involves upgrading the old data to the new database, and also creation of a data repository allowing for reporting on the data, without impacting the live production database.

Financial Review:

No additional appropriation required, amount included in current budget.