



Request for City Council Committee Action

Date September 21, 2005

To Ways and Means Committee

Prepared by Nancy Larkey 612 673-5494

Submitted by Karl Kaiser _____

Approved for Submittal John Moir _____

Subject Amend Unisys Contract C-18881

Presenters in Committee Karl Kaiser

Recommendation **Amend the Unisys contract C-18881 in the amount of \$147,772 for furnishing and installing workstations and networking devices and managing the network devices.**

Project Description: **Provide 311 Customer Relationship Management (CRM) Work Order Management (WOM) computer equipment and network infrastructure.**

Financial Impact: These services are funded through the Capital Improvement Long-Range Improvement Committee (CLIC). **No additional funding is needed.**

Financial Impact (Check those that apply)

- No financial impact (If checked, go directly to Background/Supporting Information)
- Action requires an appropriation increase to the Capital Budget
- Action requires an appropriation increase to the Operating Budget
- Action provides increased revenue for appropriation increase
- Action requires use of contingency or reserves
- Other financial impact (Explain):
- Request provided to the Budget Office when provided to the Committee Coordinator



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Amend Unisys Contract C-18881 – continued

Background/Supporting Information

In 2006 the 311 CRM WOM begins operation. The integrated Minneapolis 311 Contact Center will bring readily available, single contact service to City customers. The Contact Center will answer the telephone calls and emails based on the content of a broad accessible storehouse of information. As a single point of contact, City customers will receive consistent information in a timely manner.

To accommodate the technology needs, Unisys will:

- Build the network.
- Install connectivity within the Contact Center
- Install routers and switches between the Contact Center and City Hall.
- Furnish and install the workstation equipment.