



Request for City Council Committee Action from the Department of BIS

Date June 14, 2010

To: The Honorable Betsy Hodges, Chair, Ways and Means Committee

Subject: Amend Contract with Lagan Technologies, Inc.

Recommendation Authorize proper City officials to 1) increase Lagan Technologies, Inc. contract C-24950 by \$360,000 for a one-time increase in scope to provide support and maintenance of the ECM Workstation application for the next three years, 2) increase and extend the contract on a yearly basis thereafter for support and maintenance for an additional nine years, 3) amend the contract to include new functionality and modules within the application, 4) assign a City representative to serve on a user board sponsored by Lagan Technologies, and 5) accept donations of travel and lodging expenses from Lagan Technologies for a City representative to attend the user board meetings.

Prepared by Robert Arko, Contract Administrator, 673-3984

Submitted by Lynn C. Willenbring _____, 673-2927
Chief Information Officer

Approved by Steven Bosacker _____
City Coordinator

Presenter in Committee Lynn Willenbring

Policy Review Group X Not Applicable

Permanent Review Committee (PRC) X Approved

Prior Related Directives:

- August 17, 2007 Council authorized City officials to execute a contract with Lagan Technologies, Inc. for support and maintenance of the 311 ECM Workstation (formerly Frontlink) application for \$375,000.

Financial Impact: None. Support and maintenance of the ECM Workstation application is already accounted for within departmental operating budgets.

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 department's finance contract prior to the Committee Coordinator

Background/Supporting Information

BIS was authorized on August 17, 2007 to execute a contract with Lagan Technologies, Inc. for support and maintenance of the 311 ECM Workstation (formerly Frontlink) software application for \$375,000 over a three year term.

The contract's term is coming to an end. As the ECM Workstation application has proven to be instrumental in the success of the 311 Department, BIS and 311 would like to continue using the application. As such, BIS is seeking approval to extend and increase the contract throughout the life of the application in the City's environment. BIS is also seeking approval to amend the contract to include new functionality and modules within the ECM Workstation application that will allow it to interface with other City applications.

Lagan Technologies has asked that the City participate in its user board meetings. As this is a great venue for the City to represent itself and its needs concerning the 311 ECM application, BIS and 311 are seeking approval to have a City representative assigned to the user board. Lagan Technologies has offered to pay the associated lodging and travel expenses for the representative to attend the meetings.