



Request for City Council Committee Action from the Department of BIS

Date June 8, 2009

To: **The Honorable Paul Ostrow, Chair, Ways and Means Committee**

Subject: **Amend the Unisys contract to allow greater flexibility in answering the City's calls at the BIS Service Desk.**

Recommendation Authorize proper city officials to amend the necessary language and exhibits contained within the Unisys managed services contract C-25200 to allow greater flexibility in answering the City's calls at the BIS Service Desk.

Prepared by Robert Arko, Contract Administrator, 673-3984

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

Approved by Steven Bosacker _____
City Coordinator

Presenter in Committee Lynn Willenbring

Policy Review Group Not Applicable

Permanent Review Committee (PRC) Approval – Not Applicable

Prior Related Directives:

-December 21, 2007 Council adopted and the Mayor approved the authorization for City officials to renegotiate a five-year Managed Services contract with Unisys Corporation for the City's technology operations, effective January 1, 2008, with two optional two-year extensions for a contract total of \$49,000,000.

Financial Impact: BIS shall receive a cost savings from Unisys of roughly \$4,300 per month due to this change in the contract.

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 or Operating Budget.
- Action provides increased revenue for appropriation increase.
- Action requires use of contingency or reserves.
- Business Plan: Action is within the plan.
- Other financial impact (Explain):
- Request provided to department's finance contact prior to the Committee Coordinator.

Community Impact (use any categories that apply) – Not Applicable

Background/Supporting Information

The City of Minneapolis entered into a five year, \$49 million managed services contract with Unisys Corporation on January 1, 2008. The contract value and technical provisions were based on the City's technology assets and operations capacity at that point in time. Changes in the City's business requirements cause demand for increased managed services capacity that expands the scope of this contract.

At the direction of the Mayor and other members of the Internal Services Executive Group, BIS has identified an area in the Unisys contract for cost savings that should not impact the services currently being delivered to the City.

Unisys brought forward the opportunity to change the current Answer Before Threshold (ABT) Service Level to an Average Speed to Answer (ASA) Service Level. By changing the Service Level to an average and removing the language that Unisys can only use two call queues to answer calls to the BIS Service Desk, the amendment will allow an increased flexibility to use other Unisys call agents when the BIS Service Desk receives peak call volumes. Unisys will also be using two call queues during normal call volumes but if the BIS Service Desk receives a spike in call volumes, they can leverage other trained resources to meet the City's demand.

Since this change will allow the BIS Service Desk the flexibility to use non-dedicated call queues, a cost savings from Unisys of roughly \$4,300 per month shall be passed onto the City.

It is projected that the Average Speed to Answer Service Level will stay very close to the current model and should not impact the City's satisfaction with the service.