



Request for City Council Committee Action from the Department of BIS

Date October 29, 2007

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

Subject: **Increase Unisys contract by \$62,650.40 to implement the upgrade of the Frontlink Citizen Relationship Management (CRM) application.**

Recommendation Authorize proper city officials to amend the Unisys managed services contract C-18881 by \$62,650.40 for an increase in scope to implement and provide maintenance for the Frontlink CRM application.

Prepared by Robert Arko, Administrative Analyst II, 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:

-April 29, 2005 Council adopted and the Mayor approved the authorization for City officials to execute a contract with Unisys/Lagan Technologies to furnish and implement the Frontlink Citizen Relationship Management (CRM) application for a contract total of \$3,398,449.

-August 17, 2007 Council adopted and the Mayor approved the authorization for City officials to amend the Unisys/Lagan contract to discontinue support of the Frontlink CRM application and execute a contract with Lagan Technologies to provide support of the Frontlink CRM application.

Financial Impact: Increase the expense appropriation in 6400-880-8870-880F7268 by \$12,402 and increase revenue appropriation in 6400-880-8870-3455 by \$12,402. The 311 Department is funding this project.

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):

Background/Supporting Information

The City of Minneapolis entered into a seven year, \$56 million managed services contract with Unisys Corporation on 12/31/02. 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.

The City of Minneapolis purchased the Frontlink CRM application for the City's 311 Department. The 311 Department would like to upgrade to the next version of the Frontlink CRM application. By upgrading to the next version of the application, 311 agents will be able to provide the City's constituents with a faster level of service by:

- Enhancing the knowledge-based functionality of the application
- Enhancing the search capabilities of the application
- Improving the efficiency and productivity of agents by allowing requests to be processed with more accuracy

Unisys will separate the existing Frontlink CRM environments into multiple environments, provide and manage the necessary virtual servers, and eliminate the firewall between the application and the databases of the application. This will enhance the network performance of the Frontlink CRM application while also maintaining the existing City of Minneapolis server roadmap.