



## Request for City Council Committee Action

Date May 2, 2005

To Ways and Means Committee

Prepared by Paulsen, Mark 612 673-3596

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 \$690,028 to provide the managed services required for implementation Lagan/Unisys Citizen Relationship Management, "311" application software.

**Financial Impact:** The purchase of the Lagan/Unisys 311-CRM solution Has no financial impact and will result in a net savings over the original Motorola ASP contract. The cost of Unisys Managed Services will be paid through BIS Operating fund 6400-880-8883.

**No appropriations are being requested**

**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



## Request for City Council Committee Action

Amend Unisys Contract C-18881 – continued

### Previous Directives

- City Council approved the termination of the existing contract with Motorola that includes a six month transition period and approved the right to negotiate and execute a contract with Unisys/Lagan Technologies to provide Citizen Relationship Management System (CRM) to support the City's 311 Program on April 18, 2005.
- City Council approved negotiating and executing a contract with Motorola as the preferred vendor for the City Relationship Management/Work Order Management (CRM-WOM) System solution for the City on March 15, 2004.
- City Council authorized the issuance of a Request for Proposal (RFP) seeking professional services to implement a Citizen Relationship Management/Work Order Management System to improve methods to reach and respond to citizens on December 15, 2003.

### Background/Supporting Information

The pilot phase of the 311/CRM project has been completed and BIS concluded that the Motorola CRM solution was not a good fit for the City of Minneapolis. The functionality of the Motorola product and the Application Services Provider (ASP) operating environment failed to meet the City's immediate needs and future direction. The risks associated with Unisys/Lagan Technologies, the number two selection in RFP process, have been significantly be reduced or eliminated over the past twelve months. A contract has been negotiated with Lagan/Unisys, consistent with the April 18, 2005 Council directive, that includes equal or better terms than the Motorola contract and will result in a net savings over the original Motorola ASP agreement.

This recommended action includes an amendment increasing the Unisys Managed Services Contract for infrastructure required to implement the Lagan/Unisys CRM/WOM application software. Unisys will incorporate the implementation support and managed services infrastructure for the Lagan software application into the current Managed Services contract.

As a result, it is required that the Unisys Managed Services contract be amended to cover implementation costs totaling \$320,560.00 to be done in 2005 and monthly managed services infrastructure costs totaling \$369,468.00 coterminous with the original contract for 54 months through December 31, 2009.