



## Request for City Council Committee Action from the Department of BIS

Date June 13, 2011

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

Subject: Execute Contract with PowerTeam Inc. dba PowerObjects to Implement Community Relationship Management System

Recommendation: Authorize proper City officials to a) execute a 3 year contract not to exceed \$65,000 with PowerTeam Inc. dba as PowerObjects for professional services; and b) to include two options for one-year extensions.

Prepared by Elise Ebhardt, BIS Interagency Coordinator, 673-2026

Submitted by Otto Doll \_\_\_\_\_, 673-3190  
Chief Information Officer

Approved by Steven Bosacker \_\_\_\_\_  
City Coordinator

Presenter in Committee Otto Doll

Policy Review Group  X  Not Applicable

Permanent Review Committee (PRC)  X  Approved

Prior Related Directives: None

**Financial Impact:** None. No additional appropriate required.

<p><b>Financial Impact</b> (Check those that apply)</p> <p><u> X </u> No financial impact (If checked, go directly to Background/Supporting Information)</p> <p><u> </u> Action requires an appropriation increase to the Capital Budget</p> <p><u> </u> Action requires an appropriation increase to the Operating Budget</p> <p><u> </u> Action provides increased revenue for appropriation increase</p> <p><u> </u> Action requires use of contingency or reserves</p> <p><u> </u> Other financial impact (Explain):</p> <p><u> X </u> Request provided to department's finance contact prior to the Committee Coordinator</p>
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## **Background/Supporting Information**

The Neighborhood and community Relations Department (NCR) is working with Business Information Services (BIS) to implement a community relationship management software solution which is a key component of advancing NCR's strategic direction.

Neighborhood and Community Relations, a newly formed City department charged with strengthening the city's quality of life through citizen participation, has one-time funding to build a collaboration system to support input and feedback loops among the City's departments, employees, and citizens. The technology must support NCR's mission and be aligned with these principles of engagement:

**Right to be involved** - Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision -making process.

**Contribution will be thoughtfully considered** - Public participation includes the promise that the public's contribution will be thoughtfully considered.

**Recognize the needs of all** - Public participation promotes sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision-makers.

**Seek out involvement** - Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.

**Participants design participation** - Public participation seeks input from participants in designing how they participate.

**Adequate information** - Public participation provides participants with the information they need to participate in a meaningful way.

**Known effect of participation** - Public participation communicates to participants how their input affected the decision.

As part of the Request for Proposals (RFP) process for selecting the best solution, the Permanent Review Committee (PRC) requested that BIS and NCR review existing applications in the City that may meet NCR's needs.

Six existing City systems were thoroughly vetted and analyzed along the dimensions below to determine if the application could be reused with minimal configuration effort and data structure adjustment. The criteria encompass the majority of requirements in the RFP that was submitted for PRC approval.

- *Cost Effectiveness*
- *Scalability to Enterprise*
- *Core Functionality*
- *Data Structure Flexibility*

While existing systems met some of these criteria, none of the current systems met enough of NCR's core requirements. The project team and the PRC concluded that the best solution was to move forward with an RFP. The RFP process resulted in five respondents. Microsoft CRM Online software was selected as the best solution with PowerObjects providing the implementation and support services. Microsoft CRM Online is a hosted solution and can be purchased using an existing State enterprise contract.

### **Request for Approval**

BIS is requesting authorization for the proper City officials to

- a) execute a three year contract not to exceed \$65,000 with PowerTeam Inc. dba as PowerObjects. The requested contract will provide for professional services for Microsoft CRM Online software implementation and support.
- b) include two options for one-year extensions within the contract.

Funding for the contract is a planned expense covered within the Neighborhood and Community Relations Department budget. No additional appropriation is required.