



Request for City Council Committee Action

Date April 18, 2005

To Ways and Means Committee

Prepared by Nancy Larkey

Submitted by Karl Kaiser _____

Approved for Submittal John Moir _____

Subject: Minneapolis One-Call (311) Program – Approval to terminate a Citizen Relationship Management (CRM) Application Services Provider (ASP) contract with Motorola and execute a CRM business application contract with Unisys/Lagan Technologies.

Presenters in Committee: Bill Beck

Recommendation: (1) Approval to terminate existing contract with Motorola that includes a six month transition period. (2) Approval to negotiate and execute a contract with Unisys/Lagan Technologies to provide Citizen Relationship Management System (CRM) solution to support the City's 311 Program.

Previous Directives:

- Ways and Means 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
- Ways and Means authorized 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.

Note: This is not a request for additional funding

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

Background/Supporting Information

The implementation of a city-wide Citizen Relationship Management (CRM) system is required for the Minneapolis One-Call (311) program and the performance management program. The CRM system performs the functions of capturing, tracking, and resolving requests for service to be performed. The Minneapolis One-Call (311) program is fully funded and the City has also received a federal grant that provides funding for non-emergency call processing and implementation of the 311 Common Contact Center.

The pilot phase of the 311/CRM project is complete and BIS has concluded that the Motorola CRM solution is not a good fit for the City of Minneapolis. BIS and the project team have seriously weighed the risks of moving to a new system at this point in the program and determined that to stay with the Motorola CRM product will make it virtually impossible to achieve the goal to bring a 311 Common Contact Center on line in January 2006.

There were three finalists in the Minneapolis One-Call (311) RFP process: Motorola, Unisys/Lagan Technologies and PeopleSoft. The City selected Motorola based on their installed base in the public sector, stated industry experience, product maturity, and plans for their next generation product. The functionality of the Motorola product and the Application Services Provider (ASP) operating environment have 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 reduced or eliminated over the past twelve months. Unisys/Lagan has submitted a revised proposal with equal or better terms than the Motorola contract. Consequently, BIS is recommending a change from Motorola to the Unisys/Lagan CRM solution.