

Request for Committee Action

To: Ways & Means
Date: 10/3/2016
From: Information Technology
Prepared by: Barb Malinski
Presented by: Otto Doll, Chief Information Officer
File type: Action
Subcategory: Contracts & Agreements

Subject:

Contract amendment with Verint Americas, Inc. for Lagan system support

Description:

Authorizing an increase to Contract No. C-37587 with Verint Americas by \$850,000, for a new not-to-exceed total of \$2,050,000, and extending the contract for two years through Nov. 30, 2018, including the option of three additional one-year terms, with revised service levels as necessary for the continued support, maintenance and hosting services for the Lagan system used by the 311 department.

Previous Actions:

[16-00130](#) - Contract amendment with Verint Americas, Inc. for 311 Lagan system support.

Nov.12, 2013 - new three-year contract with KANA Software Inc. (now known as Verint), for support, maintenance and hosting services for the 311 Lagan system, in an amount not to exceed \$1,200,000 for three years, and to include two one-year options to extend the contract.

Ward/Neighborhood/Address:

Not Applicable

Background/Analysis:

The City has a Contract for Professional Services, contract C-37587, with Verint Americas, Inc. (formerly Kana Software) for the support, maintenance and hosting services for the Lagan system used by the 311 department. The current contract has a total value of \$1,200,000 and expires November 30, 2016.

Verint support includes Open311 subscription and services for mobile application capabilities, upgrades to the Lagan application, continued managed services of the hosting environment and Business Intelligence environment, interfaces, and disaster recovery services. The additional increase will also allow the opportunity for new system features.

Financial Review:

No additional appropriation required, amount included in current budget.