



OFFICE OF CIO & DIRECTOR
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TO: Delois Robinson, Purchasing Manager – Purchasing and Contracting
FROM: Angela Green, IT Business Officer – Innovation & Technology *AG*
THROUGH: John Matelski, Chief Information Officer – Innovation & Technology *JM*
SUBJECT: Speridian Professional Services
DATE: October 17, 2107

DeKalb County has a business need to modernize its Oracle Customer Relationship Management system which is used to provide county-wide 311 services. The Department of Innovation and Technology is requesting Purchasing and Contracting's assistance in preparing a BOC Agenda item to procure implementation services from Speridian Technologies for this modernization project, as we endeavor to enhance the provision of customer service provided to our citizens and constituents.

DeKalb is seeking to obtain professional services from Speridian Technologies, as they are the only Oracle partner that can provide a tool (Gov CX 311 Accelerator) and services to accelerate the implementation/migration of Oracle Service Cloud for 311 and constituent services, allowing us to complete the implementation within a seven-month timeframe. The professional services cost for this upgrade is not to exceed \$400,000.

In conjunction with this request, we would also like to obtain BOC Approval/authorization to transfer \$290,000 from General Fund (100) Citizen Help Center (07800) account to the Oracle CRM Cloud project account (104643.81610.542202.01.600796) to help facilitate the additional funding not currently allocated for this request.

The total amount will be funded by the Department of Innovation and Technology Oracle CRM Cloud Project CIP Fund 100 (104643.81610.542202.01.600796).

Thank you for your assistance in this matter. If additional information is required, please contact Angela Green (404) 371-2374.