



Legislation Text

File #: 2017-1198, **Version:** 1

Purchasing Type: Sole Source (SS)

Public Hearing: YES NO

Department: Purchasing & Contracting

AGENDA ITEM:

Commission District(s): ALL

SS - Gov Cx 311 Accelerator Services (Sole Source): for use by the Department of Innovation and Technology (IT). Consists of the implementation of the 311 system modernization. Awarded to Speridian Technologies. Amount Not To Exceed: \$400,000.00.

Information Contact: Talisa Clark, CPPO

Phone Number: (404) 687-2797

PURPOSE:

Consists of providing the implementation of the county-wide 311 system modernization via the Oracle Customer Relationship Management System within a seven (7) month timeframe. This will enhance the provision of customer service provided to our constituents. The supplier is the only Oracle partner that can provide the proprietary GOV Cx 311 Accelerator tool and services. This request is also to obtain approval/authorization to transfer \$290,000.00 from General Fund (100) Citizen Help Center (07800) account to the Oracle CRM Cloud project account (104643.81610. 542202.01.600796).

RECOMMENDATION:

Recommend approval of the transfer the funds and sole source with:

Speridian Technologies, 2400 Louisiana Boulevard, NE, Albuquerque, NM 87110

Amount Not To Exceed: \$400,000.00

and authorize the Chief Executive Officer to execute the contract and all associated documents.

ADDITIONAL INFORMATION:

1. Contract Effective Date:	Date of Award
2. Contract Expiration Date:	December 31, 2018
3. Funding:	General - Citizen Help Center (IT)