



Legislation Text

File #: 2018-2942, **Version:** 2

Purchasing Type: Change Order (CO)

Public Hearing: YES NO

Department: Purchasing & Contracting

AGENDA ITEM:

Commission District(s): ALL

CO - Change Order No. 1 to Contract No. 1092092 Gov Cx 311 Accelerator Services (Sole Source): for use by the Department of Innovation and Technology (IT). This contract consists of the implementation of the 311 system modernization. Awarded to Speridian Technologies. Contract Term Extension Only.

Information Contact: Talisa Clark, CPPO

Phone Number: (404) 687-2797

PURPOSE:

Awarded by the BOC on December 12, 2017 for an amount not to exceed \$400,000.00. This contract consists of providing the implementation of the county-wide 311 system modernization via the Oracle Customer Relationship Management System that will enhance the provision of customer service provided to our constituents. This request is to extend the contract term to December 31, 2019 to allow for project completion.

RECOMMENDATION:

Recommend approval of Change Order No. 1 with:

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

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

ADDITIONAL INFORMATION:

- | | |
|------------------------------|------------------------------------|
| 1. Contract Effective Date: | December 12, 2017 |
| 2. Contract Expiration Date: | December 31, 2018 |
| 3. Amount Spent To Date: | \$215,000.00 |
| 4. Funding: | General - Citizen Help Center (IT) |