

Mayor and Council Communication

DATE: 12/14/21

M&C FILE NUMBER: M&C 21-0939

LOG NAME: 04RENEW CITY SECRETARY CONTRACT NO. 48499

SUBJECT

(ALL) Authorize Amendment to City Secretary Contract Number 48499 to Add Four (4) One-Year Renewal Options for Motorola Customer Relationship Management Solution, Authorize a One-Time Expenditure of Phase Three Implementation in the Amount of \$193,320.00 and Additional Funds for Licenses, Maintenance, and Services in an Annual Amount \$322,704.00 for a Combined Fiscal Year 2022 Annual Amount of \$516,024.00 for the Information Technology Solutions and Communications & Public Engagement Departments

RECOMMENDATION:

It is recommended that the City Council:

1. Authorize an amendment to City Secretary Contract 48499 to add four (4) one-year renewal options for the Motorola Customer Relationship Management Solution;
 2. Authorize a one-time fee of the Phase Three implementation in the amount of \$193,320.00; and
 3. Authorize additional funds for licenses, maintenance, and services in an annual amount of \$322,704.00 for a combined Fiscal Year 2022 annual amount of \$516,024.00 for the Information Technology Solutions and Communications & Public Engagement Departments.
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DISCUSSION:

On December 13, 2016, City Council approved Mayor and Council Communications (M&C) P-11983 for an enterprise solution to transform the manner in which the City of Fort Worth interacts with its residents, businesses, visitors and the community at large. The Customer Relationship Management (MyFW) system, Motorola's PremierOne CSR hosted solution, has enhanced the efficiency through multiple communications channels and provides a common point of origin for city services.

MyFW implementation occurred in three phases:

- Phase 1 included Code Enforcement with one interface for CodeOps and was implemented April 2, 2017.
- Phase 2 included Code, Animal Care & Control, Solid Waste, Consumer Health and Environmental, Transportation & Public Works (Traffic, Streets, Stormwater, Construction and Parking), Park & Recreation (Contract Mowing, Graffiti Abatement and Forestry), Mayor's Office, City Secretary's Office, City's Manager's Office and Human Resources (Benefits) with five interfaces for PetPoint, ISM, Accela, VueWorks and ITSM. Phase 2 was completed on December 1, 2020.
- Phase 3 includes Park & Recreation (Internal Mowing, Trades and Districts) Police, Neighborhood Services, Water, IT Solutions, Aviation, Library, Solid Waste (Contract Mowing / Litter), Development Services, Human Resources (Risk Management), Public Events, Fire, Municipal Courts, Mayor's Office (City Call Center build for taking their calls), Property Management and Economic Development with six interfaces completed October 15, 2021. It was determined Directions Home, Diversity & Inclusion, Planning & Data Analytics and Financial Management Service would continue on their current systems or seek a solution from IT Solutions for internal services. The remaining portions of Phase 3 include the MyFW App update for the last new requests and reporting for Park & Recreation Contract Mowing to be completed for the final one-time amount of \$193,320.00 (final Phase 3 cost).

With this M&C, staff requests that the City Council authorize an amendment to City Secretary Contract (CSC) 48499 to add four (4) one-year renewal options for the MyFW program. Further, with this M&C, the City Council will authorize additional funds for license renewals, maintenance, and other services to be added to the existing agreement in an annual amount of \$322,704.00. As a result, this M&C will authorize an amendment to the agreement for a new total annual amount not to exceed \$3,158,338.00 and an additional one-time fee of \$193,320.00 for the final phase 3 costs.

DVIN-BE: A waiver of the goal for M/WBE subcontracting requirement was approved by the Office of Business Diversity, in accordance with the M/WBE or BDE Ordinance, because the purchase of goods or services is from sources where subcontracting or supplier opportunities are negligible.

ADMINISTRATIVE CHANGE ORDER: An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

AGREEMENT TERMS – Upon City Council's approval, the existing agreement will be renewed in accordance with current coverage period of December 14, 2021 through December 13, 2022.

RENEWAL OPTIONS – After expiration of the first renewal term on December 13, 2022, the agreement may be renewed for up to three remaining additional one-year terms at the City's option. This action does not require specific City Council approval provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal term.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are available in the current capital & operating budgets, as previously appropriated, in the General Fund and the General Gas Lease Capital Prj Fund for the Customer Rel Mgmt (CRM) System project to support the approval of the above recommendations and execution of the agreement. Prior to an expenditure being incurred, the Information Technology Solutions and Communications & Public Engagement departments have the responsibility to validate the availability of funds.

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Expedited