

Mayor and Council Communication

DATE: 01/13/26

M&C FILE NUMBER: M&C 26-0003

LOG NAME: 04AMEND MOTOROLA CONTRACT FOR PREMIERONE CRM SYSTEM

SUBJECT

(ALL) Authorize Execution of Amendment to Agreement with Motorola Solutions, Inc., to Add Ten (10) One-Year Renewal Options for the Motorola Customer Relationship Management Solution in an Initial Annual Amount Up to \$761,145.00, with a Five Percent Annual Increase for the Information Technology Solutions and Communications & Public Engagement Departments

RECOMMENDATION:

It is recommended that the City Council authorize the execution of an amendment to City Secretary Contract No. 48499 with Motorola Solutions, Inc., to add ten (10) one-year renewal options for the Motorola Customer Relationship Management Solutions in an annual amount up to \$761,145.00, with a five percent annual increase for the Information Technology Solutions and Communications & Public Engagement Departments.

DISCUSSION:

On December 13, 2016, Mayor and Council Communication (M&C) P-11983 authorized the execution of City Secretary Contract (CSC) No. 48499 in response to Request for Proposals (RFP) No. 16-0199. CSC No. 48499 was executed with Motorola Solutions, Inc. for an initial term of five (5) years with four (4) one-year renewal options, with a total amended annual not to exceed amount of \$649,914.00. RFP 16-0199 was issued for a Customer Relationship Management (CRM) Solution which would be implemented in a phased approach with specific departments identified for the initial stages. The project aimed to restructure business processes and integrate knowledge base, geo-mapping, customer work orders and other systems into a more streamlined and effective manner.

On December 14, 2021, M&C 21-0939 authorized the execution of an amendment to CSC No. 48499 to formally add the four (4) renewal options and to authorize one-time expenditures for phase three of department implementation and increase the annual recurring costs to allow for the purchase of additional licenses, maintenance, and related services.

On September 26, 2023, M&C 23-0789 authorized the execution of an amendment to CSC No. 48499 to increase the recurring annual costs of the agreement to include the Customer Service Request (CSR) Text Cloud Services into the existing PremierOne subscription.

This M&C requests authorization to amend CSC No. 48499 to add ten (10) one-year renewal options in the amount of \$761,145.00, with a 5% annual increase to allow for continued use of the Motorola PremierOne CRM Solution. This system serves as the City's primary CRM system, also referred to as MyFW. The public-facing platform integrates communication channels to streamline City services and connects directly to the internal-facing dispatch system, allowing departments to receive and respond to resident and visitor requests which are dispatched by City Call Center staff. The platform supports reporting for Code Enforcement, street repairs, stormwater, traffic signals, non-emergency police issues, and more. It also provides a simple way for residents to request information and communicate with the Mayor and Council. Approval of this M&C will also allow for further enhancements to the existing PremierOne platform.

A Chapter 252 exemption request related to this agreement was reviewed and approved by the City Attorney's Office as a sole source.

Funding is budgeted in the Other Contractual Services account within the Info Technology Systems Fund for the Information Technology Solutions Department.

AGREEMENT TERMS: Upon City Council approval and execution of the amendment, the current term of the agreement shall expire December 13, 2025.

RENEWAL TERMS: This agreement may be renewed for ten (10) additional one-year renewal terms, with a 5% annual increase upon the mutual written agreement of the parties. 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.

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.

A Form 1295 is not required because: This contract will be with a publicly-traded business entity or a wholly-owned subsidiary of a publicly-traded business entity: Motorola Solutions, Inc.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that upon approval of the above recommendation funds are available in the current operating budget, as previously appropriated, in the Info Technology Systems Fund. Prior to an expenditure being incurred, the Information Technology Solutions and the

Communications & Public Engagement Departments have the responsibility to validate the availability of funds.

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