

Mayor and Council Communication

DATE: 09/26/23

M&C FILE NUMBER: M&C 23-0789

LOG NAME: 04MOTOROLA CRM CSR TEXT CLOUD AND PROFESSIONAL SERVICES

SUBJECT

(ALL) Authorize an Amendment to City Secretary Contract Number No. 48499 with Motorola Solutions, Inc. to Increase the Current Annual Contract Amount of \$354,704.00 by Adding Customer Service Request Text Cloud Services in the Amount of \$195,210.00 for a New Annual Contract Amount of \$549,914.00 for the Information Technology Solutions Department

RECOMMENDATION:

It is recommended that the City Council authorize an amendment to City Secretary Contract Number No. 48499 with Motorola Solutions, Inc. to increase the current annual contract amount of \$354,704.00 by adding Customer Service Request Text Cloud Services in the amount of \$195,210.00 for a new annual contract amount of \$549,914.00 for the Information Technology Solutions Department

DISCUSSION:

On December 13, 2016, City Council approved Mayor and Council Communication (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. The annual amount for maintenance was \$322,704.00 for the first five years.

On December 14, 2021, City Council approved M&C 21-0939 authorizing Amendment No. 2 to City Secretary Contract (CSC) 48499 with Motorola Solutions, Inc. for four (4) one-year renewal options in the annual amount of \$322,704.00.

On January 31, 2023, the City executed CSC 48499 Amendment No. 3 to add annual cloud services for the hosting and support of 17 additional CSR Mobile Applications in the amount of \$25,500.00 and bringing the annual total to \$348,204.00.

On February 10, 2023, the City executed CSC 48499 Amendment No. 4 to add PremierOne CSR Citizen Mobile Applications Blurring of Faces Annual Cloud Services in the amount of \$6,500.00 for an annual total of \$354,704.00.

With this M&C, staff requests that the City Council authorize an additional amendment to CSC 48499 to include professional services for PremierOne Customer Service Request (CSR) expansion and CSR Text Cloud Services annual subscription. The new CSR Text Cloud Services will provide an interactive SMS text message capability for the residents of Fort Worth to create and assist with service request intake that is integrated with Motorola PremierOne CSR using the Open311 interface. Upon Council approval of this M&C, CSC 48499 will be amended to include one-time costs for professional services in the amount of \$106,970.00 to implement the CSR Text Cloud Services, one-time costs for professional services in the amount of \$45,000.00 to expand the PremierOne CSR cloud solution, one-time costs for professional services in the amount of \$7,000.00 to set up opting in or out of service request updates, and \$36,240.00 for the annual CSR Text Cloud Services totaling \$195,210.00. The total annual contract amount is \$549,914.00.

\$158,970.00	Professional Services
\$ 36,240.00	Text Cloud Subscription
\$322,704.00	Annual Maintenance
\$ 25,500.00	Amendment 3
\$ 6,500.00	Amendment 4
\$549,914.00	

Funding is budgeted for the Communication & Public Engagement department in the General Fund and in the Information Technology Solution Department's General Gas Lease Capital Project Fund for the purpose of funding the Customer Rel Management (CRM) System project, as appropriated.

DVIN: A waiver of the goal for Business Equity subcontracting requirements was requested, and approved by DVIN, in accordance with the applicable Ordinance, because the waiver request for 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 amended to include Customer Service Request Text Cloud services and renewed in accordance with CSC 48499-A2 with the final renewal expiring December 13, 2025.

RENEWAL OPTIONS – After expiration of the first renewal term on December 13, 2023, the agreement may be renewed for up to two 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 will be available in the current capital budget, as appropriated, in the General Gas Lease Capital Prj Fund for the Customer Rel Mgmt (CRM) System project and in the current operating budget in the General Fund to support the approval of the above recommendation and execution of the amendment. Prior to an expenditure being incurred, the Information Technology Solutions and Communication & Public Engagement Departments have the responsibility to validate the availability of funds.

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