

**THIS IS A DRAFT AND WILL BE REPLACED BY THE FINAL, SIGNED
ORDINANCE OR RESOLUTION ADOPTED BY CITY COUNCIL.**

AN ORDINANCE

AUTHORIZING THE THIRD AMENDMENT TO THE PUBLIC SECTOR AGREEMENT WITH VERINT AMERICAS, INC. FOR PROJECT IMPLEMENTATION SERVICES FOR THE CITY OF SAN ANTONIO'S CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM BY MAINTAINING ITS CURRENT SUPPORT AGREEMENT AND INCORPORATING SERVICES FOR THE ENHANCEMENTS FOR A TOTAL COST OF \$396,761.78, FUNDED FROM THE TECHNOLOGY PROJECTS BUDGET.

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WHEREAS, the Customer First San Antonio (C1SA) project implemented the City's current Customer Relationship Management (CRM) system in October 2011, authorized by Ordinance No. 2010-04-01-0273, and provides a streamlined process by which the 311 Customer Service Office, as well as staff in the various departments, can track resident requests for services; and

WHEREAS, the system is in need of an upgrade that allows the City to further improve access to information regarding service requests; and

WHEREAS, the C1SA 2.0 Project will improve the existing CRM system by enhancing current digital platforms, providing residents more visibility of their requests, providing residents with the ability to track and preview outcomes of services requests, implementing a standardized workflow process across all departments, and increasing the functionality of the 311 web portal; and

WHEREAS, staff recommends approval of this amendment with Verint Americas, Inc. for the upgrade of the current Customer Relationship Management system in the amount of \$396,761.78; **NOW THEREFORE:**

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF SAN ANTONIO:

SECTION 1. The City Manager, or her designee, is hereby authorized to execute an amendment to the contract with Verint America, Inc. allowing the City to upgrade the existing CRM system and add digital enhancements. A copy of the amendment is attached hereto and incorporated herein for all purposes as **Exhibit A**.

SECTION 2. Payment in the amount of \$396,761.78 in SAP Fund 43099000, Certificates of Obligation Capital Project, SAP Project Definition 09-00072, CRM Lagan Updates, is authorized to be encumbered and made payable to Verint Americas, Inc., for technological upgrades to the City's Customer Relationship Management (CRM) system.

SECTION 3. The financial allocations in this Ordinance are subject to approval by the Director of Finance, City of San Antonio. The Director of Finance may, subject to concurrence by the City Manager or the City Manager's designee, correct allocations to specific SAP Fund Numbers, SAP Project Definitions, SAP WBS Elements, SAP Internal Orders, SAP Fund Centers, SAP Cost Centers, SAP Functional Areas, SAP Funds Reservation Document Numbers, and SAP GL Accounts as necessary to carry out the purpose of this Ordinance.

SECTION 4. This Ordinance is effective immediately upon passage by eight affirmative votes; otherwise it is effective on the tenth day after passage.

PASSED AND APPROVED this ____ day of November, 2017.

M A Y O R
Ron Nirenberg

ATTEST:

APPROVED AS TO FORM:

Leticia M. Vacek, City Clerk

Andrew Segovia, City Attorney

EXHIBIT A

DRAFT