



TO: JIM GRAY, MAYOR
URBAN COUNTY COUNCIL

CC: SALLY HAMILTON, CAO
ALDONA VALICENTI, CIO

FROM: PAT TATUM
LEXCALL

DATE: MONDAY, OCTOBER 3, 2016

SUBJECT: LEXCALL CRM SOW

REQUEST

A Resolution authorizing the Mayor, on behalf of the Urban County Government, execute a general services agreement and statement of work between LexCall and NTT data, in order to implement a next generation 311 citizen request management system (CRM).

WHY ARE YOU REQUESTING?

LexCall's CRM helps customer service agents track and respond to citizen requests. The current CRM was developed internally, in the late 1990s. A new CRM, based on the Salesforce Service Cloud, will modernize tracking technology, and allow LexCall agents to more efficiently serve citizens.

What is the cost in this budget year and future budget years?

The cost for this FY is: \$810,716.72

The cost for future FY is: \$0

Are the funds budgeted?: yes

File Number:

1115-160302-0001-96202	(\$842,400.00 available, project will use \$583,716.04)
2607-160302-0001-96202	(\$245,700.00 available, project will use \$170,250.51)
4002-160302-0001-96202	(\$70,200.00 available, project will use 48,643.00)
4051-160302-0001-96202	(\$11,700.00 available, project will use \$8,107.17)

Director/Commissioner: Pat Tatum / CAO Sally Hamilton

