



Legislation Details

File #: 19-0974 **Version:** 1 **Name:** TI - Deloitte Consulting to provide implementation svcs for Customer Relationship Management
Type: Contract **Status:** CCIS
File created: 9/13/2019 **In control:** City Council
On agenda: 10/1/2019 **Final action:** 10/1/2019

Title: Recommendation to adopt Specification No. RFP TI18-063 and award contracts to Deloitte Consulting, LLP, of San Diego, CA, to provide implementation services for a Customer Relationship Management (CRM) system in the amount of \$1,650,000, with a 10 percent contingency in the amount of \$165,000, for a total amount not to exceed \$1,815,000, for a period of one year, with the option to renew for one additional one-year period, and to Salesforce, of San Francisco, CA, through its recommended reseller, Carahsoft Technology Corporation, of Reston, VA, for the software licenses, in the amount of \$294,807, with a 20 percent contingency in the amount of \$58,961 for a period of one year, for a total amount not exceed \$353,768, with the option to renew for four additional one-year periods, with annual increases ranging from 2.5 to 7 percent; authorize City Manager, or designee, to execute all documents necessary to enter into the contracts, including any necessary amendments; and

Increase appropriations in the General Services Fund Group in the Technology and Innovation Department (TI) by \$1,815,000, offset by funds available and one-time charges to departments and funds made in FY 19 for critical technology infrastructure needs. (Citywide)

Sponsors: Technology and Innovation

Indexes:

Code sections:

Attachments: 1. 100119-R-35sr&att.pdf, 2. 100119-R-35 PowerPoint.pdf

Date	Ver.	Action By	Action	Result
10/1/2019	1	City Council	approve recommendation	Pass