

Purchasing Summary

EVENT # 7598	TITLE: 311 Software Licenses	COST: \$22,800
TYPE OF PROCUREMENT: Contract Modification	ANNUAL CONTRACT <input checked="" type="checkbox"/> ANNUAL MAINTENANCE AGREEMENT <input type="checkbox"/>	ONE TIME PURCHASE <input type="checkbox"/>
CONTRACT TERM (IF APPLICABLE) January 1, 2020 through December 31, 2021		
M/WBE (IF APPLICABLE) N/A		
MATRIX (IF APPLICABLE) N/A		
NOTES		
<p>Recommend approval of Modification No.1 to the 311 Software Agreement with SHI International, Inc. in the amount of \$22,800.</p> <p>The original agreement was for the purchase of the new Customer Relationship Management System for the 311 Action Center. Multiple departments, including 311 staff will use the system, to record non-emergency phone, email and online service requests received from residents, visitors and employees of the City of Savannah. The system will also include a new mobile application, which will provide a convenient way for citizens to contact the City to request a service and/or to report a problem. It is anticipated the system will be available for use by staff and the general public by October 2020. The modification is needed to purchase 20 additional licenses.</p> <p>This contract was originally approved by Council on December 19, 2019 in the amount of \$82,122.70. The total amount of the contract to date, including this modification is \$104,922.70</p>		