

INFORMATION, TECHNOLOGY, AND GENERAL SERVICES COMMITTEE REPORT relative to amending the Information Technology Agency (ITA) contract with 3DI, Inc., for the continued development and maintenance of the City's Customer Relationship Management System.

Recommendation for Council action:

AUTHORIZE the General Manager, ITA, or designee, to execute Amendment No. 2 to the agreement with 3DI, Inc. (Contract No. C-122480), for the continued development and maintenance of the City's Customer Relationship Management System, extending the term by three years through February 4, 2021, and increasing the total compensation by \$3 million to \$7.8 million, subject to the approval of the City Attorney as to form and legality.

Fiscal Impact Statement: The City Administrative Officer (CAO) reports that this action will not impact the General Fund. Funding for these services has been approved through the City's annual budget processes or is subject to future budget deliberations. This action complies with City financial policies inasmuch as ITA will pay for services using prior-year contract savings, budgeted funds available in the current fiscal year, and future appropriations subject to availability and allocation during the City's budget process. The contract subjects future payment obligations to Mayor and Council-approved funding. The City is not required to pay the entire \$7.8 million total compensation amount if future budget authorities are not allocated.

Community Impact Statement: None submitted.

## SUMMARY

In a report to the Mayor dated March 12, 2018, the CAO states that ITA requests authority to amend the contract with 3DI, extending the term by three years through February 4, 2021, and increasing the amount by \$3 million. According to the CAO, the extension is needed to continue creating and installing modifications to Phase 1 and 2 deliverables and provide ongoing maintenance of the Customer Relationship Management System and its MyLA311 application. Additional funding is needed to cover modifications not included as part of the original scope of work (approximately \$800,000), to pay for ongoing maintenance costs that have increased due to the expansion of the Customer Relationship Management System.

At its meeting held April 24, 2018, the Information, Technology, and General Services Committee discussed this matter with representatives of the CAO and ITA. ITA staff stated that Phase II will add the Los Angeles Department of Transportation, and the Department of Animal Services and Recreation and Parks. Committee members instructed ITA staff to seek advice from the City Attorney as to whether a disclaimer should be posted regarding the accuracy of Google translate. ITA was further instructed to review systems used by other cities and evaluate new innovations in Customer Relationship Management system technology for use by the City of Los Angeles. To enhance service delivery to the City's residents, the Committee Chair instructed ITA to identify enhancements to the system's project management capability to integrate Council Office monitoring of service request fulfillment and resource response and deployment. Committee recommended that Council authorize ITA to execute the contract amendment with 3DI, as recommended by the CAO.

Respectfully Submitted,

INFORMATION, TECHNOLOGY, AND GENERAL SERVICES COMMITTEE

A handwritten signature in blue ink that reads "Monica Rodriguez". The signature is written in a cursive, flowing style.

<u>MEMBER</u>	<u>VOTE</u>
RODRIGUEZ:	YES
BLUMENFIELD:	YES
O'FARRELL:	ABSENT

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**-NOT OFFICIAL UNTIL COUNCIL ACTS-**