

**OFFICE OF THE CITY MANAGER
LITTLE ROCK, ARKANSAS**

**BOARD OF DIRECTORS COMMUNICATION
AUGUST 15, 2023 AGENDA**

<p>Subject:</p> <p>Authorization of a contract with Motorola Solutions, Inc., for a maximum of five (5) years for Cloud Hosting Services of the PremierOne CSR Solution, CSR Citizen Mobile Apps and CSR Mobile Worker App Platform.</p> <p>Submitted By:</p> <p>Housing & Neighborhood Programs Department & Public Works Department</p>	<p>Action Required:</p> <p style="text-align: center;">√ Ordinance Resolution</p>	<p>Approved By:</p> <p style="text-align: center;">Bruce T. Moore City Manager</p>
<p>SYNOPSIS</p>	<p>An ordinance authorizing the City Manager to enter into a sole-source contract with Motorola Solutions, Inc., for Cloud Hosting Services and Work Flow Management of PremierOne CSR, PremierOne Citizen Mobile Application and the PremierOne CSR Mobile Applications, also known as the 311 System.</p>	
<p>FISCAL IMPACT</p>	<p>The total cost is not to exceed \$266,880.00, plus applicable taxes and fees, for Year 1; \$274,392.00, plus applicable taxes and fees, for Year 2; \$282,204.00, plus applicable taxes and fees, for Year 3; \$290,316.00, plus applicable taxes and fees, for Year 4; and \$298,764.00, plus applicable taxes and fees, for Year 5. The maximum contract amount for the five (5) year term shall not exceed \$1,462,556.00, plus taxes and fees, which includes the additional sum of \$50,000.00 for any additional licenses to be added on an as needed basis over the life of the contract.</p>	

**FISCAL IMPACT
CONTINUED**

The extension provides the ability to opt-out any year within the five (5) years while also locking in the rates. Funding is available from Account No. 103530-61330 (Housing) and Account No. 603110-61330 (Public Works)

RECOMMENDATION

Approval of the ordinance.

BACKGROUND

Since 2006, the City has had a contractual relationship with Motorola Solutions, Inc., regarding the 311 CSR Platform and Work Management System, with the initial output funded by grant assistance.

The relationship has evolved over time; expanded and changed with the onset of new technology and upgrades to Motorola's ability to maintain/host a very high volume of City non-emergent request information and completion of duties according to Statute.

The goal of 311 is to allow Little Rock Citizens a streamlined method to connect with City Departments and request services. At its inception, 311 was intertwined with 911; however, they separated in 2016. The City of Little Rock Police Department had prepaid a five (5)-year contract through 2017. The current contract began in September 2018 and is set to expire on August 31, 2023. Departments that utilize 311 for work flows, tracking of services requested and delivered, garnering reports to dictate daily routes, will share proportionally in the funding of this contract.