

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

**BOARD OF DIRECTORS COMMUNICATION
MARCH 3, 2015 AGENDA**

| Subject: | Action Required: | Approved By: |
|--|---|--|
| <p>Motorola Customer Service Reporting (311) System Upgrade</p> <p>Submitted By:</p> <p>Little Rock Police Department</p> | <p>√Ordinance Resolution Approval Information Report</p> | <p>Bruce T. Moore City Manager</p> |
| SYNOPSIS | <p>The Little Rock Police Department is requesting approval to waive competitive bidding and authorize the City Manager to enter into a sole-source contract with Motorola Solutions, Inc., for upgrades and security improvements to the City’s Motorola Customer Service Reporting (311) System in the amount of \$654,081.75, which includes applicable taxes.</p> | |
| FISCAL IMPACT | <p>None.</p> | |
| RECOMMENDATION | <p>Approval of the ordinance.</p> | |
| CITIZEN PARTICIPATION | <p>Little Rock voters approved funding for this project with passage of the 3/8-Cent Capital Tax increase. Funding is available in Account Number 326529-TF52L02.</p> | |
| BACKGROUND | <p>Motorola is the sole supplier of the Customer Service Reporting (311) system for the City of Little Rock. The current 311 System is outdated and is no longer supported by Motorola. The system upgrade offered by Motorola Solutions, Inc., will allow the City to have a more reliable storage system, add asset management for the Public Works Department and allow users to utilize smart phones and other cellular devices to report service needs to the 311 (CSR) system for a total cost of \$654,081.75, which includes appropriate taxes.</p> | |