



TO: Honorable Mayor & Members of the
Fort Lauderdale City Commission

FROM: Lee R. Feldman, ICMA-CM, City Manager

DATE: January 7, 2014

TITLE: Motion to award the purchase of QScend call center software - \$104,600

Recommendation

It is recommended that the City Commission award the purchase of QScend call center software to QScend Technologies, Inc. utilizing the City of Baton Rouge, LA Solicitation #20008, in the amount of \$104,600, in accordance with the terms of use services contract in substantially the form attached.

Background

As part of the migration to the regional emergency 911 communications system, the City's current customer service center will need to be expanded to handle the addition of non-emergency calls transferred from the regional call center. Part of the expansion would include the purchase of QScend call center software that will allow for more efficient processing of requests. QScend is a web-based system that neighbors can use to submit and track their service requests. Neighbors can configure update notifications so that they can be alerted whenever there is activity on their request.

Some key features include:

- Requests can be configured to route to numerous City departments simultaneously based on the request type and can be escalated if not completed in a timely fashion.
- Self-help area that can be loaded with a knowledge base to provide answers for frequently requested information.
- Reporting module to track performance measures.
- Geographical Information System map integration to provide reporting by districts, homeowners associations or other geographic based reporting area.

Resource Impact

There will be a fiscal impact to the City in the amount of \$104,600.

FUNDS AVAILABILITY LOCATION:

FY	FUND	SUB FUND	FUND NAME	INDEX #	INDEX NAME	SUB OBJ #	SUBJECT NAME	AMOUNT
2014	581	01	Central Services	ITS040101	Application Services	6405	Computer Software	\$ 104,600
TOTAL								\$ 104,600

Strategic Connections:

This item is a *Press Play Fort Lauderdale Strategic Plan 2018* initiative included within the **Public Safety Cylinder of Excellence**, specifically advancing:

- **Goal 9:** Be the safest urban coastal City in South Florida through preventative and responsive police and fire protection.
- **Objective 2:** Provide quick and exceptional fire, medical, and emergency response.
- **Initiative 1:** Transition to the County 911 dispatch; proactively working with Broward County and monitoring mutual aid impacts to maintain reasonable response times and high quality service levels for Fort Lauderdale neighbors.

This item advances the *Fast Forward Fort Lauderdale 2035 Vision Plan: We Are Ready*

Attachment

Exhibit 1 – Agreement

Prepared by: Richard Ewell, Procurement Specialist II

Department Director: Mike Maier, Information Technology