



CITY OF VANCOUVER

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ADMINISTRATIVE REPORT

Report Date: April 18, 2008
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RTS No.: 7364
VanRIMS No.: 03-1200-30
Meeting Date: May 13, 2008

TO: Vancouver City Council
FROM: Program Director - Access Vancouver
SUBJECT: Award of 311 Contract

RECOMMENDATION

THAT Council receive this report FOR INFORMATION.

CITY MANAGER'S COMMENTS

The City Manager RECOMMENDS approval of the foregoing.

COUNCIL POLICY

Contracts with a value over \$300,000 require approval of City Council. Contracts are awarded on the basis of best value to the City.

PURPOSE

The purpose of this report is to inform Council regarding the award of contract to Lagan Technologies Limited for the supply, implementation, and support of a 311 Citizen Relationship Management and a Knowledge Management software system, in accordance with Request for Proposals PS07032.

BACKGROUND

At the In Camera session of November 13, 2007, Council provided the approval to enter into a contract with a vendor for the Implementation of 311 Service (RTS 6988). Council further directed that upon the execution and delivery of the contract, the Program Director - Access Vancouver report back to Council on the award of such contract, as a matter of public record on the outcome of Request for Proposals PS07032.

DISCUSSION

Following successful negotiations with a vendor, a signed contract is now in place with Lagan Technologies Limited for the supply and implementation of software and implementation services to establish a 311 Service capability at the City of Vancouver, and the provisioning of support services for the 311 Service CRM/Knowledge Base, for a period of five years.

FINANCIAL IMPLICATIONS

The purchase price and ongoing support costs are within the funding parameters approved by Council on November 13, 2007 in RTS 6988.

CONCLUSION

The award of contract to Lagan Technologies Limited will enable the City of Vancouver to move forward in the implementation of the 311 service which will enhance access to information and service to the citizens of the City of Vancouver.

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