

RESOLUTION APPROVING A CONTRACT WITH ROCK SOLID TECHNOLOGY, INC. FOR A NEW CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

WHEREAS, replacing the City's current Customer Relationship Management system is a FY18-19 Key Work Item; and

WHEREAS, the current system was implemented in 2004, and for the past several years, vendor-provided updates have been limited, with the system now having critical limitations; and

WHEREAS, staff released a Request for Proposals (RFP) to identify vendors qualified to provide a hosted solution that meets the City's needs; and

WHEREAS, staff received 11 vendor responses and narrowed these down to five, with three of these five vendors having offices in North Carolina, none in Forsyth County; and

WHEREAS, after completing on-site demonstrations with these five vendors, staff recommends Rock Solid Technology, Inc. (Rock Solid) as the preferred vendor; and

WHEREAS, Rock Solid has an office in Raleigh, and its proposal includes sub-contracting with a local and long-time established M/WBE, Key Services, for 10% of the total contract to perform project management and implementation services; and

WHEREAS, the proposed contract with Rock Solid totals \$101,128 for project implementation and first-year subscription fees, with an on-going annual subscription fee of \$68,628, with no annual increase for years two through six, for a total six-year cost of \$444,268; and

WHEREAS, funding for all implementation costs and first-year subscription fees is available in the FY18-19 Information Systems capital budget; and

WHEREAS, staff recommends that the City enter into a contract with Rock Solid for the new Customer Relationship Management system.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and City Council of the City of Winston-Salem authorizes the City Manager to enter into an agreement with Rock Solid Technology, Inc. for implementation of the new Customer Relationship Management system and first-year subscription fees at a cost of \$101,128.

BE IT FURTHER RESOLVED that the City Manager is hereby authorized to execute the contract on behalf of the City.