



Council Communication

Office of the City Manager

Date

August 21, 2006

Agenda Item No. 34

Roll Call No. 06-

Communication No. 06-547

Submitted by: Debra Christopher, CIO

AGENDA HEADING:

Authorizing the payment of FrontRange Solutions Maintenance and Support Renewal scheduled to expire August 31, 2006.

SYNOPSIS:

Approving renewal of the annual FrontRange Solutions Maintenance and Support agreement for the City's HEAT software. This annual Maintenance and Support agreement assists in keeping the system stable and up-to-date via product updates, patches, and other technical support supplied by the software vendor. Through this maintenance and support the City is able to extend the life cycle of the software.

Covered under this annual Maintenance and Support Renewal agreement is the site license for the HEAT software, Call Logging, Business Process Editor/Configuration Tool, Auto Ticket Generator, Alert Monitor, On-Line Self-Service, Knowledge Management, and Manager's Console modules.

FISCAL IMPACT:

Amount: \$30,161.20

Funding Source: 2006-2007 Operating Budget, Page 116, IFT010300, 526120 Repair & Maintenance - Data Processing Software

ADDITIONAL INFORMATION:

FrontRange Solutions HEAT product is used to track citizen service requests received via phone, email, or through a self-service web component. The development of the HEAT product in Fiscal Year 2001, resulted in a Citywide Citizen Response System (CCRS) available to all departments to track requests made by citizens, businesses, and potential developers.

The FrontRange HEAT product provides the ability to track citizen calls, make assignments to appropriate staff for resolution, ensure the exchange of standard information by all City staff, and to monitor service level agreements and benchmarks established by department directors and supervisors.

This annual Maintenance and Support agreement ensures continued viability of the system by providing access to product updates, patches for all product modules, technical support, and access to an online knowledge base, news board, and forums for the Term of Agreement.

PREVIOUS COUNCIL ACTION(S):

Date: July 24, 2000

Roll Call Number: 00-3203

Action: Purchase and implementation of customer service response management software (HEAT) from Goldmine Corporation - \$188,714. ([Council Communication No. 00-328](#)). Moved by Vlassis to adopt. Motion Carried 6-1.

BOARD/COMMISSION ACTION(S): NONE

Date:

Roll Call Number:

Action:

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: Annual renewal of Maintenance and Support agreement with FrontRange Solutions for the life cycle of the software.