



**Council  
Communication**  
Office of the City Manager

Date

September 22, 2008

Agenda Item No. **29B**

Roll Call No. **08-**

Communication No. **08-578**

Submitted by: **Michael E. Matthes, Chief  
Information Officer**

**AGENDA HEADING:**

HEAT (City Wide Citizen Response System) Maintenance and Support Renewal

**SYNOPSIS:**

Request for non-competitive procurement of annual software maintenance and support for HEAT, used for the Citywide Customer Response System, licensed by FrontRange Solutions, .PO Box 120493, Dallas, TX 75312-0493.

**FISCAL IMPACT:**

Amount: \$ 58,177.32

Funding Source: Budgeted for in FY2009; see page 197 of Recommended Operating Budget. GE001 IFT010300 526120

**ADDITIONAL INFORMATION:**

The HEAT product is used as the City's Customer Response System (CRM). The product allows us to track calls for service and information from the various distributed call centers within City government.

Keeping current on maintenance agreements entitle the City of Des Moines to upgrade to newer versions of the product as they become available. Also, maintenance agreements entitle the City to technical support for licensed products, technical how-to documents, on-line webcasts and demos of new product releases

**PREVIOUS COUNCIL ACTION(S): NONE**

**BOARD/COMMISSION ACTION(S): NONE**

**ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:**

Ongoing annual maintenance and support for licenses in use by City of Des Moines. Software licensing renewals are due in August of each year.

For more information on this and other agenda items, please call the City Clerk's Office at 515-283-4209 or visit the Clerk's Office on the second floor of City Hall, 400 Robert D Ray Drive. Council agendas are available to the public at the City Clerk's Office on Thursday afternoon preceding Monday's Council meeting. Citizens can also request to receive meeting notices and agendas by email by calling the Clerk's Office or sending their request via email to [cityclerk@dmgov.org](mailto:cityclerk@dmgov.org).