

**OFFICE OF THE CITY MANAGER  
LITTLE ROCK, ARKANSAS**

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**BOARD OF DIRECTORS COMMUNICATION  
MARCH 19, 2019 AGENDA**

<b>Subject:</b>	<b>Action Required:</b>	<b>Approved By:</b>
<p>An ordinance to enter into a sole-source extension contract with Motorola Solutions, Inc., for a five (5)-year agreement, renewing Cloud hosting services of the Premier CSR, Citizen Mobile Apps and CSR Mobile Apps</p>	<p style="text-align: center;">✓ <b>Ordinance</b> Resolution</p>	<p style="text-align: center;">Bruce T. Moore City Manager</p>
<p style="text-align: center;"><b>SYNOPSIS</b></p> <p style="text-align: center;"><b>FISCAL IMPACT</b></p> <p style="text-align: center;"><b>RECOMMENDATION</b></p> <p style="text-align: center;"><b>BACKGROUND</b></p>	<p>To authorize the City Manager to enter into a new five (5)-year sole-source agreement with Motorola Solutions, Inc., which will combine three (3) separate Motorola services into one agreement extension. Services provided include Cloud hosting and case management of the 311 PremierOne CSR, PremierOne Citizen Mobile application and the PremierOne CSR Mobile application for code enforcement. Combining these three (3) service agreements creates a more streamlined billing and payment structure.</p> <p>Total cost of the five (5)-year contract shall not exceed \$1,275,560.00, plus applicable taxes and fees.</p> <p>Approval of the ordinance.</p> <p>Motorola Solutions, Inc. is the sole supplier of the Customer Service Reporting System (311) for the City of Little Rock. Initial term of the Cloud hosting and case management of the 311 PremierOne CSR and the PremierOne Citizen Mobile application have expired.</p>	

**BACKGROUND  
CONTINUED**

The City has had a contractual relationship with Motorola since 2006 regarding the 311 Service. The initial output was funded by grant assistance and the relationship has evolved over time; expanded and changed with the onset of new technology and upgrades to Motorola's ability to maintain/host a very high volume of City request information and completion of duties according to statute. The goal of 311 is to allow Little Rock Citizens a streamlined method to connect with City Departments and request services. Departments that utilize 311 for work flows, tracking of services requested, will share in the funding of this contract.