

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

**BOARD OF DIRECTORS COMMUNICATION  
OCTOBER 18, 2016 AGENDA**

<b>Subject:</b>	<b>Action Required:</b>	<b>Approved By:</b>
<p>An ordinance to dispense with competitive bids for enhancing the City’s 311 hosted environment for Housing &amp; Neighborhood Programs Department with a mobile application for Code Enforcement Officers.</p> <p><b>Submitted By:</b></p> <p>Housing &amp; Neighborhood Programs Department</p>	<p>√ <b>Ordinance</b> Resolution Approval Information Report</p>	<p>Bruce T. Moore City Manager</p>

<b>SYNOPSIS</b>	<p>This ordinance waives competitive bidding for an enhancement to the City’s current 311 hosted environment. PremierOne CSR (311) Mobile are cloud-based applications designed to work on the iOS (initially) and Android (subsequently) platforms for mobile workers to access their work orders in the field, complete their activities, upload pictures and close requests from their mobile device. The mobile application will reduce paperwork, increase workforce efficiency, improve response times and enhance customer satisfaction.</p>
<b>FISCAL IMPACT</b>	<p>The enhancement #1 total is \$217,782.00 which includes taxes and applicable fees. The implementation services are \$64,746 and the annual fees for one (1)-year covering the period of November 1, 2016 – December 31, 2016 are \$15,696. The annual usage fees for year two (2) covering the period of January 1, 2017 – August 31, 2017 are \$62,784 and the annual usage fees for year three (3) covering the period of September 1, 2017 – May 15, 2018 are \$74,556. The implementation service costs will come from Account Number TF35P01 - Code Enforcement Mobile App. The annual usage fees will be paid from the Housing &amp; Neighborhood Programs Department Budget.</p>

**RECOMMENDATION**

Approval of the ordinance.

**BACKGROUND**

On November 9, 2015, the City of Little Rock went live on Motorola's PremierOne CSR (311) hosted environment. The Code Enforcement PremierOne CSR (311) Module will integrate seamlessly with the current PremierOne CSR software. Upgrades applied to the PremierOne CSR (311) environment will not affect the seamless integration and/or functionality of the Code Enforcement PremierOne CSR (311) and vice versa.