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**AD HOC COMMITTEE**  
**INFORMATION TECHNOLOGY SOFTWARE & HARDWARE (CRM) PROJECT**  
**26-APRIL-2011, 6:30 PM**

Chairman Cavo called the meeting to order at 6:40pm.

**Present were Committee Members:** Joseph Cavo, Committee Chairman, Mary Teicholz, and Duane E. Perkins (arriving at 6:48pm).

**Ex Officio Council Members:** Shay Nagarsheth, Paul Rotello, and Benjamin Chianese (arriving at 7:15 pm).

**Also present were:** Laszlo L. Pinter, Deputy Corporation Counsel; David St. Hilaire, Director of Finance; and, Dan Garrick, Assistant Finance Director; Linda Stock, Assistant Manager Information Technology; Shane Petrollese, City of Danbury Information Technology Consultant; William Baumguaten, Independent Consultant; and interested members of the public.

Chairman Cavo began the meeting with introductions and then asked Mr. St. Hilaire to give an overview of the proposed Enterprise Resource Planning (ERP) and Constituent Relationship Management (CRM) project. Mr. St. Hilaire using a document which was distributed to all present informed the committee that a team has been working on evaluating the City's information technology needs and how best to meet those needs. Part of the process was to have 2 audits from outside independent organizations. Both audits revealed that the city's multiple non-integrated systems are inefficient, hinder productivity, and increase risk for the city. Mr. St. Hilaire discussed a number of examples where this was occurring. Mr. St. Hilaire stated that through attrition there are fewer employees to do the same amount of work and this trend will continue. By implementing this system, the city will give its employees the tools they need to get their jobs done more efficiently. Additionally, this system will reduce the risks of lost data integrity and make the city more accountable to the public. Department managers will be able to have access to better data for decision makings. Finally the public will be to have an electronic interface with the city for things like paying tax bills, requested permits and Parks and Recreation activities. Mr. St. Hilaire concluded the overview by stating this project essentially uses the existing IT budget. He then reviewed the costs with the committee.

Mr. Rotello asked if it will be possible to look backward. Mr. St. Hilaire stated that it is currently very difficult to get historical data for many departments using the current systems. He stated that some data would be converted so that it can be used; other data would be collected and accessed going forward. Mr. St. Hilaire also spoke about the redundancies that currently exist. Different departments which use similar data but must create and maintain separate databases as they cannot currently share this information. He gave the example of address lists, which causes a great deal of extra clerical work.

Mr. Nagarsheth asked if any other cities were using this system. Mr. St. Hilaire explained how it is really a collection of systems with an interface component for information sharing and exchange. There are components being used by other cities. Mr. Nagarsheth asked what the implementation plan involved. Mr. St. Hilaire stated that it would be implemented in phases over about 18 months and the vendor agreements would include training. Mr. Nagarsheth asked what the return on the investment would be. A discussion of the need

to replace existing servers with or without the implementation of the propose system. The discussion continued regarding different components for different departments, email and using Google applications, the actual costs, cost avoidance and the savings of improving productivity.

A discussion regarding training, proprietary software, training, consultant fees, and support costs ensued. The discussion then focused on vendor hosting, risk reduction, support and maintenance and clarification of costs.

Mr. Chianese asked if this system would impede integrating with the BOE. Mr. St. Hilaire stated where processes are the same it could be helpful. Mr. Perkins then asked to clarify that this system implementation would not include the BOE. Mr. St. Hilaire stated that it would not at, and added the BOE is willing to review areas where they can integrate in the future, but the committee should keep in mind that the BOE has data privacy issues to consider.

Mr. Perkins asked what hardware would be included. A discussion of servers, switches and desktop virtualization occurred. Mr. Petrollese stated that this system would make most desk tops mobile. Ms. Stock stated that is should also reduce licensing fees and would give the IT department the ability to fix problems remotely, which they currently cannot do. Further, discussion of IT resources ensued.

**Ms. Teicholz moved to recommend the adoption of the resolution engaging the necessary Constituent Relationship Management System (CRM) and Enterprise Resource Planning (ERP) vendors, products, and services as described, together with lease/purchase financing through Bank of America for up to \$2.5 million; and to also authorize waiver of bid or qualification for those entities attached to the resolution and/or those that utilize government or consortium pre-qualification. In all other cases, vendors are to be qualified pursuant to standard City requirements. The motion was seconded by Mr. Cavo.**

Mr. Perkins stated that he is not sure the tax payers can afford this project right now and therefore, he would be withholding an affirmative vote at this time. Mr. Cavo stated that the cost of implementing the new system is very similar to the cost of maintaining the current systems and give the improvements in efficiency and productivity the City should see cost savings in the long run. He added that the ability of the residents to interact with the city remotely was a great convenience. Voting in favor of the motion: Cavo and Teicholz. Voting against the motion: Perkins. The motion passed 2:1.

There being no further business on the agenda Mr. Perkins moved to adjourn the meeting. The motion was seconded by Ms. Teicholz. Vote, all in favor, motion unanimously approved, and the meeting adjourned at 7:47 pm.

Respectfully submitted,

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Joseph Cavo, Committee Chairman

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Mary Teicholz

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Duane Perkins

# RESOLUTION

CITY OF DANBURY, STATE OF CONNECTICUT

A.D. 2011



**RESOLVED BY THE CITY COUNCIL OF THE CITY OF DANBURY**

**WHEREAS**, the Office of the Manager of Information Technology, under the aegis of the Department of Finance, desires to create a "Constituent Relationship Management System ("CRM") and commence procedures and programs to institute and upgrade Information Technology in the City of Danbury; and

**WHEREAS**, an expenditure of up to two and one-half million (\$2,500,000.00) dollars is anticipated to be necessary for the institution and adoption thereof; and

**WHEREAS**, funding for said CRM will be sourced from existing and pending budgeted funds, as well as an anticipated lease/purchase arrangement with a qualified financing vendor; and

**WHEREAS**, the CRM project would commence immediately and be completed<sup>3</sup> within approximately 18 months; and

**WHEREAS**, any vendors selected to assist in the project shall be procured through qualification and RFP procedures.

**NOW, THEREFORE, BE IT RESOLVED THAT** the Office of Manager of Information Technology, under the aegis of the Department of Finance, be and hereby is authorized to prepare and complete a Constituent Relationship Management System ("CRM") project, including securing reliable and competent professionals, waiving such project procurement requirements as may be prudent and consistent with City ordinances and Charter and to ensure funding as necessary through the engagement of a financing institution by contract for lease/purchase of software, hardware and consulting services for CRM.

**AND BE IT FURTHER RESOLVED THAT** such costs of the project within sixty (60) days prior hereof may be reimbursed from such lease/purchase financing<sup>2</sup> as may be secured by the Department of Finance.

**Recommended Vendors:**

New World Systems, Inc – ERP modules (Financials, HCM, Community Development)

Telestaff – Time Scheduling for Public Safety workforce

NeoGov – Job Applicant Data Tracking

Kronos – Time and Attendance

NexGen – Public Safety Administration

Quality Data Service, Inc. – Tax Assessment and Tax Collection

Granicus – Video Webcasting, Meetings Minutes Taker,