



# City of Greensboro

Melvin Municipal  
Office Building  
300 W. Washington Street  
Greensboro, NC 27401

## Agenda Report

File Number: 2023-404

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### Agenda Item# H.4.

**Agenda Date:** 6/6/2023. **Department:** Information Technology  
**Meeting Type:** Council Meeting **Category:** Consent Agenda

**Title:** 2023 – 404 Resolution to Approve Contract 11616 in the Estimated Amount of \$588,240 for CRM Software Implementation with Catalyst Consulting Group, Inc.

**Council Priority: Place an 'x' in the box.**

- |  |  |
|--|--|
| <input type="checkbox"/> Safest City                             | <input type="checkbox"/> Most Skilled Workforce                            |
| <input checked="" type="checkbox"/> Easiest Place to Do Business | <input type="checkbox"/> Most Connected City                               |
| <input type="checkbox"/> Youth Sports Capital                    | <input type="checkbox"/> Hub of Recreation and Entertainment               |
| <input type="checkbox"/> Abundance of Attainable Housing         | <input type="checkbox"/> Other/Admin <u>Briefly Explain 3 word maximum</u> |

**Council District:** All

**Public Hearing:** No

**Advertising Date/By:** N/A

**Contact 1 and Phone:** Rodney Roberts, Ext. 6158

**Contact 2 and Phone:** Rachel Kaplan, Ext. 2500

**PURPOSE:**

The City of Greensboro Information Technology Department is requesting funding approval for a two-year contract with a one-year renewal contract for CRM Software Implementation Service. IT will lead this project for the Greensboro Transit Agency (GTA), Housing and Neighborhood Development (HAND), and Planning Departments.

**BACKGROUND:**

Procurement Services issued a Request for Proposals (RFP) to establish a two year contract with a one year renewal contract for Customer Relationship Management (CRM) Software Implementation for the Information Technology Department. On May 2, 2023, an RFP was solicited under Event Number 11093, using the Greensboro e-Procurement System (GePS). The GePS solicitation was sent to 1,988 vendors. Additionally, 70 M/WBE vendors were notified from a list provided by the M/WBE office and 892 vendors were notified from the IPS website. The City received two (2) responsive bids for this service.

A selection committee reviewed the submitted responsive bids. The committee evaluated the bids on responsiveness to the specification criteria, qualifications, experience, and costs. Catalyst Consulting Group, Inc. was selected as the best value.

*Vision Statement: "A Community with Endless Economic Opportunities and Exceptional Quality of Life."*

**BUDGET IMPACT:**

Funding for this service is budgeted under various City account numbers, as needed, in an estimated amount of \$588,240.00 for CRM Software.

**ACCOUNT NUMBER:**

564-47-4731001.5429, 101-21-2103001.5429 and 101-95-9550001.5429

**RECOMMENDATION / ACTION REQUESTED:**

It is recommended that City Council approve the contract in the Estimated Amount of \$588,240 with Catalyst Consulting Group, Inc. for CRM Software Implementation.