



FINANCIAL & ADMINISTRATIVE SERVICES

DATE: June 2, 2023

TO: Larry Davis, Assistant City Manager

FROM: Patricia Martin, Contracts Analyst

DEPARTMENT: Financial & Administrative Services
Procurement Services Division

SUBJECT: Requesting approval to execute contract number 11616 with Catalyst Consulting Group, Inc. for the implementation of Customer Relationship Management (CRM) Software. Information Technology Department will lead this project for Zoning, Code Enforcement, and Greensboro Transit Agency (GTA) Departments.

Solicitation:

The Information Technology Department requested a contract for the implementation of CRM Software. Procurement Services conducted Event 11093 to secure a contract for this service. There were two (2) responsive proposals on this event. Catalyst Consulting Group, Inc. was selected as the best value to provide this service.

Recommendation:

The Procurement Services Division concurs with the recommendation of the Information Technology Department to approve this contract with Catalyst Consulting Group, Inc.

Outreach:

- There were 1,988 vendors solicited through GePS.
- There were 70 M/WBE vendors notified from the list provided by the M/WBE office.
- There were 892 vendors notified from the IPS website.
- Catalyst Consulting Group, Inc. is a registered HUB vendor.

Financial information:

- Encumbrances will be applied as follows:
 - 101-21-2103001.5429 - \$341,370
 - 101-95-9550001.5429 - \$ 58,630
\$400,000 – Zoning/Code Enforcement
 - 564-47-4731001.5429 - \$188,240 –Greensboro Transit Authority
- Contract Term: June 15, 2023 through June 14, 2025 with one (1) one year renewal option
- FY23
- Estimated lifetime contract award amount: \$588,240.00

Attachment/PM