



# REPORT TO COUNCIL

## City of Sacramento

915 I Street, Sacramento, CA 95814-2671  
[www.CityofSacramento.org](http://www.CityofSacramento.org)

**CONSENT**  
**January 3, 2008**

**Honorable Mayor and  
Members of the City Council**

**Title: Sacramento City 311 Program**

**Location/Council District: Citywide**

**Recommendation:** Adopt a **Resolution** authorizing the City Manager or the City Manager's designee to liquidate a prior year purchase order in the amount of \$34,081 and appropriate the liquidated purchase order amount of \$34,081 to the Department of General Services FY2007/08 operating budget for one time use in the continued development of the 311 Call Center.

**Contacts:** Gina Knepp, Program Manager, 808-8333, Reina J. Schwartz, Director, Department of General Services, 808-7195

**Presenters:** Not applicable

**Department:** General Services

**Division:** 311/City Operator

**Organization No:** 3241

**Description/Analysis:**

**Issues:** On June 28, 2005, City Council adopted Resolution No. 2005-519 authorizing the City Manager to execute a professional services agreement with Gartner for consulting services for Phase 1 of the 311 Call Center in an amount not to exceed \$300,000. Consulting services with Gartner are now complete and the associated purchase order (No. 73112B1248) has a remaining balance of \$34,081. This report recommends appropriating this remaining balance to the Department of General Services FY2007/08 operating budget for one time use for additional hardware needs of the 311 Call Center.

**Policy Considerations:** This recommendation supports the establishment of a full-service 311 Call Center and the City Council's vision of being the most livable city in America.



**Environmental Considerations:** This report concerns administrative activities that will not have a significant effect on the environment, and does not constitute a "project" as defined by the California Environmental Quality Act (CEQA) Guidelines Sections 15061(b)(3), and 15378(b)(2).

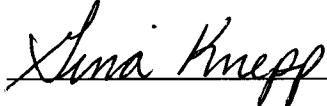
**Commission/Committee Action:** Not applicable


**Rationale for Recommendation:** Appropriating the remaining balance of funds previously designated for the 311 Call Center into the FY2007/08 Department of General Services operating budget will help offset current one time costs of developing the 311 Call Center.

Current needs of the 311 Call Center include additional computers, monitors, network cable drops, phones, and headsets.

**Financial Considerations:** On June 28, 2005, City Council adopted Resolution No. 2005-519 authorizing the City Manager to execute a professional services agreement with Gartner for consulting services for Phase 1 of the 311 Call Center in an amount not to exceed \$300,000 (Fund 101). Consulting services with Gartner are now complete and the associated purchase order (No. 73112B1248) has a remaining balance of \$34,081. This report recommends appropriating this remaining balance to the Department of General Services FY2007/08 operating budget (Fund 101) for use on one time needs of establishing the 311 Call Center.

**Emerging Small Business Development (ESBD):** At this time no goods or services are being purchased as a result of this report.

Respectfully Submitted by:   
Gina Knepp  
Program Manager

Approved by:   
Reina J. Schwartz  
Director, Department of General Services

Recommendation Approved:



 Ray Kerridge  
City Manager

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**Attachment 1**

**Background Information**

On June 28, 2005, City Council adopted Resolution No. 2005-519 authorizing the City Manager to execute a professional services agreement with Gartner for consulting services for Phase 1 of the 311 Call Center in an amount not to exceed \$300,000.

On February 6, 2007, City Council adopted Resolution No. 2007-081 directing staff to move forward with an initial contract for software and implementation services for the 311 Call Center, and directing staff to include the first full year implementation cost for the development of the 311 Call Center into the FY2007/08 budget.

**RESOLUTION NO. 2008-XXXX**

Adopted by the Sacramento City Council

**January 3, 2008**

**AUTHORIZING THE CITY MANAGER OR THE CITY MANAGER'S DESIGNEE TO LIQUIDATE A PRIOR YEAR PURCHASE ORDER IN THE AMOUNT OF \$34,081 AND APPROPRIATE THE LIQUIDATED AMOUNT OF \$34,081 TO THE DEPARTMENT OF GENERAL SERVICES FY2007/08 OPERATING BUDGET FOR USE IN THE CONTINUED DEVELOPMENT OF THE 311 CALL CENTER.**

**BACKGROUND**

- A. On June 28, 2005, City Council adopted Resolution No. 2005-519 authorizing the City Manager to execute a professional services agreement with Gartner for consulting services for Phase 1 of the 311 Call Center in an amount not to exceed \$300,000.
- B. Consulting services with Gartner are now complete and the associated purchase order (No. 73112B1248) has a remaining balance of \$34,081. Staff recommends appropriating the remaining balance to the Department of General Services FY2007/08 operating budget for one time use in the continued development of the 311 Call Center.

**BASED ON THE FACTS SET FORTH IN THE BACKGROUND, THE CITY COUNCIL RESOLVES AS FOLLOWS:**

Section 1. The City Manager or the City Manager's designee is hereby authorized to liquidate purchase order no. 73112B1248 in the amount of \$34,081 and appropriate the liquidated amount of \$34,081 to the Department of General Services FY2007/08 operating budget for one time use in the continued development of the 311 Call Center.