

Business Item 2018-349 SW: **Business Analytics Professional Services Contract Amendment**

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Environment Committee: December 11, 2018



MCES Online Portal

- Demonstrate [MCES online portal](#)
- Portal Benefits
 - Self-service personalized space for each community
 - Secure online access to flow data Dashboards and charts
 - Online submission of Flow Data Requests, Inflow and Infiltration Work Plans and Credits
 - Automation of manual processes, email alerts and notifications
 - Mobile access

Dunn Solutions Contract Amendment Background

- MCES strategic goal
 - To improve customer service and meet Customer Level of Service
- To support strategic goal, MCES developed a self-service online portal to communicate, engage and coordinate with MCES communities

Dunn Solutions Contract Amendment

Existing Contract

- Contract expires in December 2020
- Contract Total: \$544,500
- 30% of original scope remains
 - Implement Business Analytics and Visualization Tools for Business Performance Metrics
 - Staff training and mentoring
- Further Development of online portal
 - Additional use cases to improve MCES customer service
 - Ongoing portal support and enhancements

Thrive Lens Analysis

- Advances Outcomes:
 - Stewardship
 - Sustainability
 - Prosperity
- Principles:
 - Integration
 - Collaboration
 - Accountability

Proposed Action

- That the Metropolitan Council authorize its Regional Administrator to amend Contract 16P239 with Dunn Solutions Group to add \$560,000 with a not to exceed amount of \$1,104,500 for a contract period ending December 31, 2020.

Questions