

**Environment Committee**

Meeting date: December 11, 2018

For the Metropolitan Council meeting of December 12, 2018

**Subject:** Business Analytics Professional Services Contract Amendment  
**District(s), Member(s):** All  
**Policy/Legal Reference:** Council Policy 3-3 Expenditures – Procurement of Goods and Services  
**Staff Prepared/Presented:** Larry Rogacki, 651-602-8225; Ricky Arora, 651-602-8191  
**Division/Department:** MCES c/o Leisa Thompson, 651-602-8101

**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.

**Background**

One of MCES’s strategic goals is to improve customer service and meet the Customer Level of Service. To support this strategic goal and meet the Customer Level of Service, MCES developed a self-service online portal to communicate, engage and coordinate with MCES communities.

This contract amendment includes a scope addition to an existing professional technical services contract that delivers business analytics tools and visualizations. Through this contract, MCES prioritized work on a customer facing self-service online portal for sharing wastewater flow information with communities. Other work that is in the contract scope was deferred and still needs to be completed. Due to the success of the portal, additional use cases for improving customer service have been identified for implementation.

**Rationale**

Procurement of goods and services for amounts exceeding \$500,000 requires Council approval.

**Thrive Lens Analysis**

This action advances the Thrive outcomes of Stewardship, Sustainability and Prosperity by coordinating effectively with partners and stakeholders, providing technical assistance, enhanced information to support local planning and decision-making and providing clear, easily accessible information.

**Funding**

Funds are available through the annual operating budget.

**Known Support / Opposition**

No known opposition.

