

Environment Committee

For the Metropolitan Council meeting of December 12, 2018

Subject: Business Analytics Professional Services Contract Amendment

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.

Summary of Committee Discussion/Questions

A demonstration of the Customer Service Portal was provided to the Committee Members. The online portal is a work in progress and is in a testing environment at the present time.

Staff clarified that the automation of several business processes is saving staff time and improving productivity.

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

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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.