



## Legislation Details (With Text)

**File #:** 24-2255      **Version:** 1      **Name:**  
**Type:** Commercial Paper      **Status:** Passed  
**File created:** 4/10/2024      **In control:** Commissioners Court  
**On agenda:** 4/23/2024      **Final action:** 4/23/2024  
**Title:** Request for approval of commercial paper funding for Universal Services for the 3-1-1 Implementation project in the additional amount of \$170,000 for a total CP funding of \$12,335,000.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:**

Date	Ver.	Action By	Action	Result
4/23/2024	1	Commissioners Court		

**Department:** Management and Budget

**Department Head/Elected Official:** Daniel Ramos, Executive Director

**Regular or Supplemental RCA:** Regular RCA

**Type of Request:** Commercial Paper

**Project ID (if applicable):** NI033

**Vendor/Entity Legal Name (if applicable):** N/A

**MWDBE Contracted Goal (if applicable):** N/A

**MWDBE Current Participation (if applicable):** N/A

**Justification for 0% MWDBE Participation Goal:** N/A - Goal not applicable to request

### Request Summary (Agenda Caption):

Request for approval of commercial paper funding for Universal Services for the 3-1-1 Implementation project in the additional amount of \$170,000 for a total CP funding of \$12,335,000.

### Background and Discussion:

Commercial Paper A-1 is used to (1) pay contractual obligations incurred or to be incurred for the construction of and the purchase of fixtures, equipment and machinery for or in connection with the County's criminal and civil justice centers, the County's firefighter training facility, (2) pay contractual obligations incurred or to be incurred for the purchase of automobiles and other vehicles, equipment and machinery, including computers, materials and supplies for the operations of the County precincts and departments and other authorized needs and purposes including services provided by engineers, architects, attorneys, auditors, financial advisors.

Commercial Paper is being requested for 3-1-1 Implementation project and is expected to be repaid within the

next three fiscal years either through bonds, budgetary means, or pay-as-you-go sources. This is for approval for allocation of commercial paper for a previously approved project within the previously authorized amount.

HB 1869 compliance confirmed by: Michael James, Senior Assistant County Attorney, January 19, 2023.

**Expected Impact:**

The Harris County 3-1-1 Project seeks to create a central constituent relationship management (CRM) platform solution for Harris County that allows residents to request non-emergency services and enables departments to fulfill them in a “one-stop-shop”. The 3-1-1 Implementation is an umbrella project, with work taking place under multiple vendor contracts working in alignment.

**Alternative Options:**

Commissioners Court could choose to stall the work on the 3-1-1 Implementation and not build out each department’s workflows on to the central system. However, department processes to fulfill service requests would then remain siloed and varied. We would continue to enjoy the benefits of an online portal and central hub for the 3-1-1 Call Center, but would lose all the potential benefits to our internal processes that are available within the ServiceNow platform. In addition, the Cartegraph Implementation and Genesys expansion would be negatively impacted as both depend on integration with ServiceNow to be fully operational. A continued stalling of the 3-1-1 Implementation in Phases 3 and 4 would result in an incomplete service that only features 20 of Harris County’s 72 departments.

**Alignment with Goal(s):**

- ☒ Justice and Safety
- ☒ Economic Opportunity
- ☒ Housing
- ☒ Public Health
- ☒ Transportation
- ☒ Flooding
- ☒ Environment
- ☒ Governance and Customer Service

**Prior Court Action (if any):**

Date	Agenda Item #	Action Taken
04/30/2019	6.b	Request for approval of commercial paper funding for \$1,420,000
06/30/2020	4.i.4	Request for approval of commercial paper funding for \$4,245,000
04/27/2021	21-1746	Award to AT&T for telephony upgrade (1yr + 4 renewal options) for \$120,915
07/20/2021	21-3556	Award to PTG for ServiceNow platform and change management for \$2,384,755
11/30/2021	21-6591	Award to ConvergeOne for conversion of 311 Call Center to Genesys (1yr +4) for \$1,366,932
04/05/2022	22-2409	Change Order 1 with PTG for \$316,167 for additional work
05/27/2021	22-3073	1st renewal for AT&T for \$85,000

08/23/2022	22-5219	Change Order 2 with PTG for \$374,625 for additional work
09/27/2022	22-5799	Discussion on 311 Online Portal Go-Live and completion of Phase I work
12/13/2022	22-7999	1 <sup>st</sup> renewal for ConvergeOne for \$120,000
01/31/2023	23-0593	Request for approval of the Final Investment Memo authorization of \$8,102,511 for a total of \$13,767,511. Request for approval of commercial paper funding for \$1,785,000
05/16/2023	23-2718	Request for approval of commercial paper funding for \$450,000
07/18/2023	23-3944	Request for approval of commercial paper funding for \$2,700,000
10/10/2023	23-5832	Request for approval of commercial paper funding for \$3,165,000
12/05/2023	23-7151	Request for approval to decrease commercial paper funding for \$1,600,000

**Location:**

Address (if applicable): Multiple

Precinct(s): Countywide

**Fiscal and Personnel Summary**

Service Name	Call Center			
	Current Fiscal Year Cost			Annual Fiscal Cost
	Labor	Non-Labor	Total	Recurring Expenses
<b>Funding Sources</b>				
<b>Existing Budget</b>				
Choose an item.	\$	\$	\$	\$
Choose an item.	\$	\$	\$	\$
Choose an item.	\$	\$	\$	\$
Total Current Budget	\$	\$	\$	\$
<b>Additional Budget Request</b> ( <i>Requires Fiscal Review Request Form</i> )				
Commercial Paper	\$	\$170,000	\$170,000	\$
Choose an item.	\$	\$	\$	\$
Choose an item.	\$	\$	\$	\$
Total Additional Budget Request	\$	\$170,000	\$170,000	\$
<b>Total Funding Request</b>	\$	\$170,000	\$170,000	\$
<b>Personnel</b> (Fill out section only if requesting new PCNs)				
Current Position Count for Service	-	-	-	-
Additional Positions Request	-	-	-	-
<b>Total Personnel</b>	-	-	-	-

Note: Commercial Paper is issued in increments of \$5,000, and the excess is not available to be spent by the department.

**Anticipated Court Date:** April 23, 2024

**Anticipated Implementation Date (if different from Court date):**

**Emergency/Disaster Recovery Note:** Not an emergency, disaster, or COVID-19 related item

**Contact(s) name, title, department:** Amy Perez, Deputy Executive Director, Office of Management and Budget

**Attachments** (if applicable): N/A