



## Legislation Text

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**File #:** 22-4629, **Version:** 1

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**Department:** Universal Services

**Department Head/Elected Official:** MG Richard J. Noriega (Ret) - Executive Director

**Regular or Supplemental RCA:** Regular RCA

**Type of Request:** Contract - Amendment

**Project ID** (if applicable):

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

**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 a change order in the amount of \$374,624.05 for continuing services for the 3-1-1 project for an additional 6 weeks.

**Background and Discussion:**

The following unexpected events impacted the length of the Co-Create Phase:

- Version upgrade to San Diego and required updates to the ServiceNow platform which required additional development time, required for any scope CSM or PSDS approach, as ServiceNow release San Diego during our implementation
- Additional engagement for the County Judge's office
- Scoping for the continuation of the project CRM Integration to help the project socialization and future state communication
- Additional meetings required for pending meetings on CTI (Computer Telephony Integration) ConvergeOne / Genesys and Cartegraph which was out of original scope
- Additional meetings and project oversight required over the 6-week period
- Additional requirements for each agency and department, listed below

**Precinct 1**

Harris County, TX, Precinct One - Home Page ([hcp1.net](http://hcp1.net))

Request Form: Service Request Management ([harriscountytexas.gov](http://harriscountytexas.gov))

**Precinct 2**

HOME ([hcp2.com](http://hcp2.com))

Request Form: Service Request Management ([harriscountytexas.gov](http://harriscountytexas.gov))

### **Precinct 3**

Commissioner Tom S Ramsey, Pct. 3 (pct3.com)

Request Form: Service Request Management (harriscountytexas.gov)

### **Precinct 4**

Harris County Precinct 4 - Commissioner R. Jack Cagle (hcp4.net)

Request Form (LOGIN REQUIRED): Login - Work Order Request Form (hcp4.net)

Precinct Lookup: What is my Precinct (hcp4.net)

\*Precinct 4 opted out on 06/30 until an agreed upon a later date

### **County Judge's Office**

Harris County Judge Lina Hidalgo > Home (harriscountytexas.gov)

### **Community Services Department (CSD)**

Harris County Community Services Department (harriscountytexas.gov)

### **Domestic Relations Office (DRO)**

Domestic Relations Office - Home (harriscountytexas.gov)

### **Economic Equity & Opportunity (EEO)**

Department of Economic Equity and Opportunity > Home (harriscountytexas.gov)

### **Engineering Department (HCED)**

Engineering Dept > Home (hctx.net)

### **Flood Control District (HCFCD)**

<https://www.hcfcd.org>

Request form - <https://www.hcfcd.org/Community/Contact-Us/Service-Request>

### **Fire Marshal's Office (HCFMO)**

Harris County Fire Marshal's Office (hcfmo.net)

### **Public Health (HCPH)**

Harris County Public Health > Home (harriscountytexas.gov)

### **Public Library (HCPL)**

Centennial Page | Harris County Public Library (hcpl.net)

### **Toll Road Authority (HCTRA)**

Harris County Toll Road Authority (hctra.org)

### **Institute of Forensic Sciences (IFS)**

IFS - Institute of Forensic Sciences (harriscountytexas.gov)

### **Justice Administration Department (JAD)**

Justice Administration Department (harriscountytexas.gov)

**Pollution Control Services Department (PCS)**

Pollution Control Services Department (harriscountytexas.gov)

**Pretrial Services (PTS)**

Harris County Pretrial Services (harriscountytexas.gov)

**Universal Services (US)**

**Expected Impact:**

The following expected impact aligns with the County's long-range commitment to technology.

- **Improve Overall Citizen Service**
  - Harris County will improve productivity for all residents by becoming more efficient in processing service request intakes, reporting status, tracking service levels, and maintaining a knowledge base solution.
- **Robust and User-Friendly Reporting**
  - US and other County user departments will have the band with a full range of reporting capabilities, including ad-hoc and standard/package reporting functionality.
- **Training**
  - PTG will afford the technical training for US Contact Center Representatives.

**Alternative Options:**

The only alternative will be doing the cloud contact solution is using internal resources or requesting additional PCNs to do this work; however, this alternative will be costly and inefficient for the County to pursue. Leveraging the thought-leadership of PTG will allow Universal Services to produce a product in a more efficient and less costly way.

**Alignment with Goal(s):**

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

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

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| Date     | Agenda Item # | Action Taken   |
|----------|---------------|--|
| 07/20/21 | 373           | Approval of Purchase and Agreement with Precision Task Group for ServiceNow implementation for 3-1-1 for \$2,384,755 |

**Location:**

Address (if applicable):

Precinct(s): Countywide

| Fiscal and Personnel Summary   |  |       |            |
|--|--|-------|------------|
| Service Name   | Change Order amount for additional 6-week period |       |            |
|  | SFY 22   | FY 23 | Next 3 FYs |
| <b>Incremental Expenditures (do NOT write values in thousands or millions)</b> |  |       |            |
| Labor Expenditures   | \$   | \$    | \$         |
| Non-Labor Expenditures   | \$   | \$    | \$         |
| <b>Total Incremental Expenditures</b>  | \$   | \$    | \$         |
| <b>Funding Sources (do NOT write values in thousands or millions)</b>          |  |       |            |
| Existing Budget  |  |       |            |
| 1000 - General Fund  | \$   | \$375 | \$         |
| Choose an item.  | \$   | \$    | \$         |
| Choose an item.  | \$   | \$    | \$         |
| <b>Total Current Budget</b>  | \$   | \$    | \$         |
| Additional Budget Requested  |  |       |            |
| Choose an item.  | \$   | \$    | \$         |
| Choose an item.  | \$   | \$    | \$         |
| Choose an item.  | \$   | \$    | \$         |
| <b>Total Additional Budget Requested</b>                                       | \$   | \$    | \$         |
| <b>Total Funding Sources</b>   | \$   | \$    | \$         |
| <b>Personnel</b> (Fill out section only if requesting new PCNs)                |  |       |            |
| Current Position Count for Service   | -  | -     | -          |
| Additional Positions Requested   | -  | -     | -          |
| <b>Total Personnel</b>   | -  | -     | -          |

**Anticipated Court Date: 8/24/22****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:** Rina Fava (Dir. Support Services) - HCUS, Darron Brown (Enterprise Program Manager) - HCUS**Attachments** (if applicable):