

### 311 System Replacement

The Departments of Neighborhoods and Technology recommend adoption of a new 311 system that will enhance the customer experience, improve internal work flows and allow for better use of data. Replacing the system that has been used since 311 first opened in 2006 will allow Columbus' 311 Customer Service Center to have the up-to-date functionality our residents and City staff expect.

Rock Solid Technology's Respond System delivers on an extensive list of system requirements created in partnership with the Departments of Public Service, Development, Building and Zoning Services, Health, Recreation and Parks, Safety and Utilities as well as CelebrateOne. Through working group meetings and product demonstrations that included over 20 staff from multiple departments, the goals for this project were identified and proposals from five vendors fully evaluated.

Adoption of the Respond system will:

- Enhance customer experience with:
  - An ability to provide more detailed information regarding the status of service requests.
  - A new web portal and mobile application to better serve the growing number of residents who choose to submit requests online.
  - Improved ability to pinpoint the precise service location when an exact address is unclear.
- Improving internal work flows through:
  - Linking identical requests to avoid duplicating service delivery and provide residents better information on the status of their request.
  - Supporting cross Departmental coordination by linking all related service requests for a particular location so there is visibility on other work being completed.
- Better use of data by:
  - Making information from 311's knowledge base accessible to residents through e-mail and the website.
  - Enhancing the ability to map 311 data.
  - Providing dashboards that can be used by 311 and other Departments.

Use of a commercial off-the-shelf system adopted in communities including Baltimore County, MD, Winston-Salem, NC and New Orleans, LA, will provide Columbus' 311 with ongoing access to industry best practices.

Leading up to a projected second quarter 2021 go live date, the Department of Neighborhoods will work with Rock Solid to engage residents and City staff to gain input on configuration, provide training and build awareness of the new 311 system look, feel and enhanced functionality.

The total amount of the contract is \$1,000,000 for five years. Due to the time required to fully review and evaluate all proposals, the bid that was submitted by Rock Solid Technologies in April of 2019 has



expired. Because the bid expired, it is necessary to waive the provision of competitive bidding. The vendor has agreed to honor the terms presented in their April 2019 proposal.

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