

Ord No.: 2406-2025

Information to be included in all Legislation Modifying Contracts:

The names of all companies bidding, or submitting an RFP or RFSQ, for the original contract.

i3 Milestone, LLC, JP Morgan, 360S2G, and VertexOne

The location by City and State of all companies bidding, or submitting an RFP or RFSQ, for the original contract.

RFP

The name and location of the firm awarded the original contract and the Contract Number.

i3 Milestone, LLC.

40 Burton Hills Blvd., Suite 415

Nashville, TN 37215

Contract Compliance Number: 051728

Contract Compliance Expiration Date: February 13, 2027

A description of work performed to date as part of the contract and a full description of work to be performed during any future phasing of the contract.

The Department of Public Utilities solicited competitive proposals through Vendor Services and Bonfire from September 27th, 2024 to October 18th, 2024 for the Customer Self-Service Portal Solution and Implementation in accordance with the relevant provisions of Chapter 329 of City Code, RFQ028837. Four (4) bids were received by 360S2G, i3 Milestone, LLC., J.P. Morgan, and VertexOne. They were all deemed responsive and were evaluated on October 18th, 2024. The evaluation committee determined that i3 Milestone, LLC. submitted the strongest proposal because of the relevant experience of its project team, its understanding of the Department's scope of work, its understanding of the requirements of the remote desktop protocols, and presented a tailored approach to address those needs.

This modification legislation is for the co-browsing licenses. The licenses will be prorated from November 2025 - March 2026.

An updated contract timeline to contract completion. The yearly agreement will renew annually, each April.

A description of any and all modifications to date including the amounts of each modification and the Contract Number associated with any modification to date.

Original	PO507940	\$220,000.00
Modification No. 1	Pending	\$45,000.00

If the contract modification was not anticipated and explained in the original contract legislation a full explanation as to the reasons the work could not have been anticipated is required.

A modification was expected. As the platform is up and running the co-browsing licenses will allow for better customer service.

An explanation of why the work to be performed as part of the contract modification cannot be bid out.

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A cost summary to include the original contract amount, the estimated cost of each modification to date

Year 1 -	PO507940	\$220,000.00
Year 1 co-browsing licenses -	PENDING	\$45,000.00