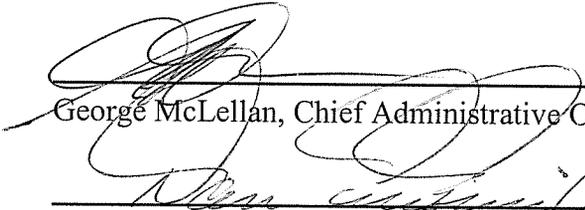
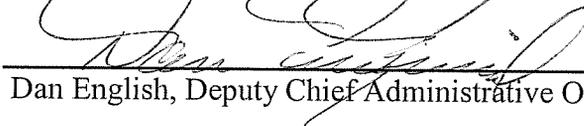

Halifax Regional Council
June 25, 2002

TO: Mayor Kelly and Members of Halifax Regional Council

SUBMITTED BY:


George McLellan, Chief Administrative Officer


Dan English, Deputy Chief Administrative Officer

DATE: June 11, 2002

SUBJECT: Corporate Land Information System (LIS) - Site Licensing

ORIGIN

Council approved Hansen Information Technologies as the successful vendor to provide the software for the Corporate Land Information System (LIS).

RECOMMENDATION

It is recommended that Council:

Authorize a SITE LICENSE at a price of \$178,500 plus net HST for a total of \$189,975.77 for the Customer Service module of the Hansen software to be used for the Corporate Land Information System with funding authorized as per the Budget Implications section of this report from Capital Account Number CIO00108 (Corporate LIS Project).

BACKGROUND

The LIS will be rolled out to the organization in phases and will include the following modules:

- Customer Service (*Call Centre & Dispatch*)
- Asset Management (*Infrastructure, e.g., sewers, pavement management*)
- Land Management (*Permitting, Subdivision, Planning Applications*)
- Code Enforcement (*Bylaw Enforcement*)

The first implementation of the LIS will be the Customer Service module. The initial focus will be in the Call Centre and its various internal clients (*finance, solid waste, community projects, transit, and pesticide bylaw*), followed by dispatch with Public Works & Transportation (*streets and roads, tugs-technical & underground services*) and Parks & Open Spaces. The Customer Service module will allow business units to record, track, resolve and report on all citizen requests, providing an increased level of customer service throughout our organization and to our citizens.

The Customer Service module will expand throughout HRM based on individual business unit requirements. Integration with existing technical infrastructure, adherence to technical standards and the ability to interface with SAP as configured within HRM will be achieved.

DISCUSSION

The current contract between Hansen and HRM provides 25 licenses for Call Centre/Dispatch staff only at a cost of \$1500/license. To allow for the use of the Customer Service module to extend beyond the Corporate Call Centre, additional licenses are required. Current estimates for deployment of the Customer Service module throughout HRM indicate that 180 concurrent licenses would be required.

Site licensing will allow full use of the software throughout HRM, resulting in more timely resolution of customer service requests due to improved workflow and readily available information to the necessary levels within the organization. It will also provide the ability to monitor and report on customer service issues with regard to timeliness of resolution, actions taken to resolve the issue, bottlenecks, etc.

BUDGET IMPLICATIONS

The net additional cost to acquire a SITE LICENSE for the Customer Service module of the Hansen software is \$178,500 plus net HST for a total of \$189,975.77, based on a total of 180 concurrent user licenses, discounted by 20%, and less the \$37,500 already paid for our existing 25 Customer Service licenses.

Site License (based on 180 concurrent licenses @ \$1500 each)	\$	270,000
less 20% discount		<54,000>
less cost of purchased license (25 @ \$1500 each)		<37,500>
Net cost for Customer Service SITE LICENSE		178,500

