

# Accenture 311 Microsoft Dynamics Implementation

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TTI Presentation



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# Summary

Vendor	Accenture
Purpose	Implement next generation 311 service request tracking application that enhances citizen and agent experience when providing community services.
Contract Amount	\$3,154,000
Departments Using	Citywide
Contract Term	3 + 2 Option Years
MWBE Goal	5.5%



# Vendor Overview

- Accenture is the world's largest independent technology services provider with \$43.2 billion in avenue revenue and 509,000 employees located in 51 countries.
- Accenture is recognized worldwide not only for business performance but also inclusion and diversity. Ranked No. 34 on Fortune's World's Most Admired Companies, No. 1 on Refinitiv (formerly Thomson Reuters) Diversity and Inclusion index and No.1 on Barron's 20 Most Sustainable International Companies
- Accenture also has a joint venture organization with Microsoft called Avanade that is specifically focused on Microsoft technologies with more than 30,000 employees worldwide.
- Accenture has effectively delivered solutions to the most important strategic challenges for every cabinet-level US Federal agency, 45 states, and 30 major cities.
- Accenture has 1,900 employees in Houston, 8,600 employees in Texas, of which 2,000 employees working with Texas state agency and local government customers.



# Contract Core Components

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- **One Time Fixed Fee Implementation**

One-time fixed fee implementation cost for initial development of the 311 system utilizing Microsoft Dynamics 365 platform.

- **Support and Maintenance**

Time and material support and maintenance post implementation as needed based on agreed upon rate card.

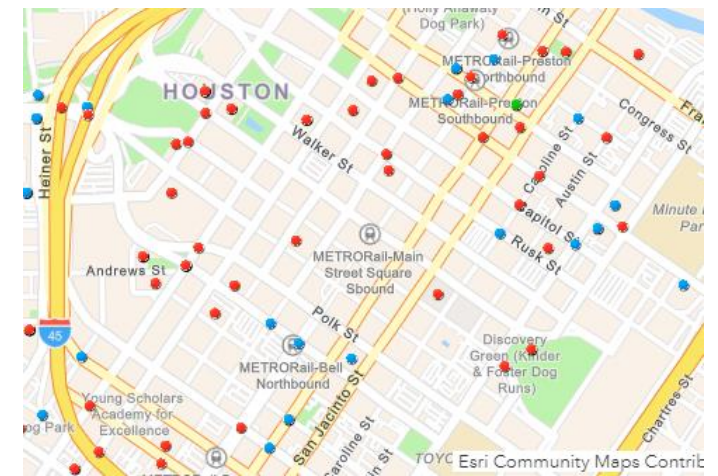
- **Planned Professional Services**

Planned professional services for enhancements



# 5 Year Contract Spend Forecast

Contract	Year 1	Year 2	Year 3	Year 4	Year 5	Total
One Time Implementation Fee	\$1,654,000					<b>\$1,654,000</b>
As-Needed Support and Planned Enhancements	\$300,000	\$300,000	\$300,000	\$300,000	\$300,000	<b>\$1,500,000</b>
<b>Spending Authority for 3+2 option year Contract Term</b>	<b>\$1,954,000</b>	<b>\$300,000</b>	<b>\$300,000</b>	<b>\$300,000</b>	<b>\$300,000</b>	<b>\$3,154,000</b>



# Q&A

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Questions?