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TAP Customer Relationship Management (CRM) System

January 14, 2015

Finance, Budget and Audit Committee
David Sutton, TAP Deputy Executive Officer
Robin O'Hara, TAP Director

Action: Execute Contract Modification

Recommendation:

Authorize the CEO to execute a modification to the Carahsoft contract to replace and enhance the Customer Relationship Management system in an amount not-to-exceed \$735,000, increasing the total contract value from \$396,000 to \$1,100,000.



tap 

Customer Relationship Management System

Enhancements

- New, improved TAP website for customer ordering/reloading/transactions
- Improved capabilities for TAP Service Center Agents



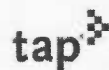
Included:
a new, improved TAP website



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Benefits of modifying contract

- Modifying Carahsoft will save \$3.8M over the existing system contract
- Modifying Carahsoft enables quick replacement of existing system (expires June '15)
- Existing system is at its end-of-life
- 3 new SBE subcontractors to meet or exceed 5% DEOD goal
- No additional funds requested – already in FY15 budget



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Alternative: Temporary upgrade of existing system contract

1. Requires upgrade of existing end-of-life proprietary software (\$3.86M)
 - Extending current vendor's contract (\$2.86M per year)
 - Upgrading current CRM software (\$1M)



Recommendation

Authorize the CEO to execute a modification to the Carahsoft contract to replace and enhance the Customer Relationship Management system in an amount not-to-exceed \$735,000.

