



City of Boston, Massachusetts
Office of the Mayor
MICHELLE WU

August 28, 2023

TO THE CITY COUNCIL

Dear Councilors:

I transmit herewith for your approval an Order that will authorize the Department of Innovation and Technology (DoIT) to enter into a contract, with a term of up to 10 years for a constituent relationship management system for the Boston 311 Call Center. Over the coming two years, DoIT intends to deeply integrate this system into the City's other software systems to yield quick responses to citizens' needs and more robust tracking and cataloging of needs for future planning.

Massachusetts General Law 30B § 12(b) limits the length of contracts to a three-year period unless permission is granted by the local City Council. DoIT is in the process of re-soliciting bids for the system and believes it is in the best interest of the City for a longer contract period because a longer period would prevent any operational interruptions, standardize the data operations, stabilize and secure pricing, but also yield benefits from integration with City systems.

I urge this Honorable body to adopt this Order so the City can procure a long-term constituent relationship management system contract to ensure the continued information technology support for citywide services remains uninterrupted.

Sincerely,

Michelle Wu
Mayor of Boston



CITY OF BOSTON
IN CITY COUNCIL

AN ORDER AUTHORIZING THE DEPARTMENT OF INNOVATION AND TECHNOLOGY TO ENTER INTO A CONTRACT FOR A BOSTON 311 CONSTITUENT RELATIONSHIP MANAGEMENT SYSTEM FOR A TERM OF UP TO TEN (10) YEARS.

ORDERED: That the Department of Innovation and Technology, acting on behalf of the City of Boston be, and hereby is, authorized to enter into a contract for constituent relationship management system and services for, up to, a ten-year period pursuant to the requirements of M.G.L. c. 30B, § 12(b).

**I HEREBY CERTIFY
THE FORGOING, IF PASSED IN
THE ABOVE FORM, WILL BE IN
ACCORDANCE WITH LAW.**

BY _____

**ADAM CEDERBAUM
CORPORATION COUNSEL**

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