

**THIS IS A DRAFT AND WILL BE REPLACED BY THE FINAL,  
SIGNED ORDINANCE ADOPTED BY THE CITY COUNCIL.**

**ORDINANCE**

**APPROVING AN AMENDMENT TO THE AGREEMENT WITH VERINT AMERICAS, INC., FOR SOFTWARE LICENSES AND ASSOCIATED IMPLEMENTATION AND MIGRATION SERVICES TO UPGRADE AND MIGRATE THE CITY'S CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM TO A HYBRID SOFTWARE AS A SERVICE (SAAS) MODEL FOR A TOTAL COST OF \$3,870,630.73. FUNDING IS FROM TAX NOTES AND INCLUDED IN THE FY 2024 – FY 2029 CAPITAL IMPROVEMENT PROGRAM AND THE INFORMATION TECHNOLOGY SERVICES FUND.**

\* \* \* \* \*

**WHEREAS**, pursuant to Ordinance No. 2010-04-01-0273, the City entered into a contract with Verint Americas, Inc., formerly Lagan Technologies, Inc., (Verint) to provide the City of San Antonio with a Customer Relationship Management (CRM) solution which included software maintenance and support for up to \$200,000.00 annually thereafter (hereinafter referred to as “the Agreement”); and

**WHEREAS**, the City of San Antonio's 311 Customer Service Office supports all City departments by handling informational calls and processing service requests for the Animal Care Services, Development Services/Code Enforcement, Metro Health, Parks and Recreation, Solid Waste Management, and Public Works departments; and

**WHEREAS**, it has become necessary to amend the Agreement to upgrade and migrate the City's CRM solution as the current version of the software will not be supported beyond 2025; and

**WHEREAS**, with approval of this amendment the previously licensed software will be replaced with the Software as a Service (SaaS) solution with pricing secured for an initial 5-year period, with committed pricing for three additional, one-year terms; and

**WHEREAS**, Verint shall issue to City a pro rata credit for any unused portion of the fees pre-paid to Verint (Support Fees) applicable to the remainder of the Support Term (Support Credit); and

**WHEREAS**, funding in the amount of \$939,270.60 for migration, implementation services, and a year one license subscription is funded from Tax Notes and included in the FY 2024 – FY 2029 Capital Improvement Program, and funding for software license subscription after implementation is from the Information Technology Services Fund; **NOW THEREFORE:**

**BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF SAN ANTONIO:**

**SECTION 1.** *The Fifth Amendment to the Public Sector Agreement between Verint Americas Inc. and the City of San Antonio* to upgrade and migrate the City's CRM solution and for continued

licensing for a total cost of \$3,870,630.73 (the “Amendment”) is hereby approved, subject to and contingent upon the deposit of all required bonds, performance deposits, insurance certificates and endorsements. The Deputy Chief Financial Officer or designee, or the Chief Information Officer or designee, is hereby authorized to execute the Amendment, a copy of which is attached hereto and incorporated herein for all purposes as **Exhibit I**.

**SECTION 2.** Funding is available for migration, implementation services, and a year one license subscription in the amount up to \$939,270.60. Funding is in support of Project 09-00168 Verint CM Pro Cloud Migration using WBS 09-00168-01 with GL Account 5201040 and WBS 09-00168-02 and GL 5203080. Funding is provided by Tax Note funds.

**SECTION 3.** Additional funding in the amount up to \$2,931,360.13 is contingent upon City Council approval of the Fiscal Year 2025 and subsequent budgets that fall within the term of the contract.

**SECTION 4.** Payment is authorized to Verint Americas, Inc., and should be encumbered with a purchase order.

**SECTION 5.** Funds received for this ordinance for prepaid maintenance and support to the existing environment (Support Credit) will be deposited in Fund 74001000, Cost Center 0903020001 and General Ledger 5201047 and 5203080.

**SECTION 6.** The financial allocations in this ordinance are subject to approval by the Deputy Chief Financial Officer, City of San Antonio. The Deputy Chief Financial Officer may, subject to concurrence by the City Manager or designee, correct allocations to specific SAP Fund Numbers, SAP Project Definitions, SAP WBS Elements, SAP Internal Orders, SAP Fund Centers, SAP Cost Centers, SAP Functional Areas, SAP Funds Reservation Document Numbers, and SAP GL Accounts as necessary to carry out the purpose of this ordinance.

**SECTION 7.** This ordinance is effective immediately upon passage by eight affirmative votes; otherwise it is effective on the tenth day after passage.

**PASSED and APPROVED** this \_\_\_ day of \_\_\_\_\_, 2024.

**M A Y O R**  
Ron Nirenberg

**ATTEST:**

**APPROVED AS TO FORM:**

\_\_\_\_\_  
Debbie Racca-Sittre, City Clerk

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Andrew Segovia, City Attorney