RESOLUTION NO. R-81-2010

A RESOLUTION APPROVING A PROPOSAL FROM THE BAECORE GROUP FOR SERVICES RELATING TO CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM IMPLEMENTATION

WHEREAS, the VILLAGE OF BENSENVILLE (hereinafter "VILLAGE") is a municipal corporation established and existing under the laws of the State of Illinois pursuant to the Illinois Municipal Code, 65 ILCS 5/1-1-1 *et seq.*; and

WHEREAS, the VILLAGE is empowered to make all agreements, contracts, and engagements and to undertake other acts as necessary in the exercise of its statutory powers; and

WHEREAS, it is sometimes necessary, in furtherance of its statutory functions, for the VILLAGE to engage various outside services required by the VILLAGE; and

WHEREAS, the VILLAGE desires to move forward with the implementation of a Customer Relationship Management (CRM) System; and

WHEREAS, the VILLAGE has determined a need for additional professional assistance to ensure the effective transition to and implementation of this CRM system; and

WHEREAS, the Baecore Group has effectively provided similar services to the Village of Bensenville and other municipalities within the Chicago land area and the has the staffing and expertise to continue to provide such services to the VILLAGE; and

WHEREAS, for this purpose, the VILLAGE has determined that it is reasonable, necessary, and desirable to expand the scope of engagement of the Baecore Group for business process and project management services (hereinafter referred to as the "Services") to include implementation of this new CRM system as outlined their proposal dated September 16, 2010 (hereinafter referred to as the "Proposal"), which Proposal is attached hereto as Exhibit "A" and incorporated herein by reference.

NOW, THEREFORE, BE IT RESOLVED by the President and Board of Trustees of the Village of Bensenville, DuPage and Cook Counties, Illinois, as follows:

SECTION ONE: The recitals set forth above are incorporated herein and made a part hereof as if fully set forth.

SECTION TWO: The engagement of the Baecore Group to provide the Services set out in the Proposal, at a total cost not to exceed $30,000, is hereby approved.

SECTION THREE: The Village Manager is hereby authorized and directed to execute on behalf of the Village of Bensenville, and the Village Clerk is hereby authorized to attest to, as the agreement for the Services, the Proposal attached hereto and incorporated herein by reference as Exhibit "A," with such additions and revisions thereto as the Village Attorney shall require.

SECTION FOUR: This Resolution shall take effect immediately upon its passage and approval as provided by law.

PASSED AND APPROVED by the President and Board of Trustees of the Village of Bensenville, Illinois, this 28th day of September, 2010.

APPROVED:

Frank Soto, Village President

ATTEST:

Jo Ellen Ridder, Village Clerk

Ayes: Adamowski, Bartlett, Johnson, O'Connell, Peconio, Wesseler

Nays: None

Absent: None

Operations and Technology Consulting
Baecore Group

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September 16, 2010

Mrs. Denise Pieroni, Deputy Village Manager
Mr. Cassady, Village Manager
Village of Bensenville
12 S. Center Street
Bensenville, IL 60106

Dear Mrs. Pieroni & Mr. Cassady:

In response to the Village's focus of improved customer service Baecore has worked with many of the departments and the Village Manager's office to identify the current state and preliminary desired state for improving customer service. The implementation of a solution for improved customer service as defined by the desired state will involve process restructuring, policy clarification/implementation, process improvements and integration of such policies and processes with supporting technology tools.

Baecore Group proposes the departmental integration of a call tracking system and the associated components to support the internal information needs as well as the external communication requirements. This proposal will include the identification and implementation of the business process flows between the selected application and the MUNIS work order and service order functionality as well as automation for request escalations to ensure no request "falls through the cracks."

The total cost of this proposed engagement is $30,000. The total estimated number of billable hours is two hundred (200). The Village is not constrained to use these hours in any established increment and Baecore will provide services in any reasonable increment to support Village objectives. All consulting hours will continue to be invoiced at $150 for the remainder of 2010.

If this is in line with your expectations, please sign and return one copy of the attached Agreement, and keep one copy for your records. Signature of this agreement does not bind the Village to the above projects or priorities. Priorities and goals will be established by the office of the Village Manager and will be adjusted as needed. If you have any questions, please feel free to contact me at 847-585-1486.

I appreciate the opportunity to work with you.

Sincerely,

Mary Smith

Village of Bensenville	Frank Soto	9-25-10
	Print Name & Title	Date