



Legislation Text

File #: 120785., **Version:** 1

Amendment to TeaLeaf Software License (NB)

Staff recommends amending the software license, maintenance and service agreement with TeaLeaf Technology, Inc. for General Government and GRU websites.

GRU's Information Technology (IT) department is responsible for hosting, maintaining, and operating the General Government and GRU external customer facing websites. GRU has a license with TeaLeaf Technology, Inc. for its RealiTea software to monitor, record, and analyze customer interactions with GRU's website. The software allows staff to identify problems encountered by customers when using the website by reconstructing the events which lead to the problem. Based on the information, staff can make improvements to the website to enhance the customer's interaction with the site.

Currently, only GRU is licensed to use this software for its website. As more General Government data and functionality is made available on its website, the ability to track use patterns and respond to citizen and customer suggestions and comments has become more important. The RealiTea software would optimize staffing resources by allowing the City's customer service staff to review citizen and customer website sessions to verify and effectively address customer issues. To add General Government to the software license agreement, an amendment to the existing agreement for additional licenses is required.

TeaLeaf has upgraded the RealiTea software to integrate more closely with existing web infrastructure. The enhanced system more comprehensively captures user sessions and has improved analytical capabilities which will benefit both GRU and General Government. In addition to licenses, an upgrade to the existing system will provide the most recent analytical tools available through RealiTea. The cost of the additional licenses, upgrade to the existing software and software maintenance and support is \$70,950.

Funds for this equipment are available in the FY 2013 capital budget.

The City Commission: 1) authorize the General Manager, or his designee, to amend the existing software license agreement with TeaLeaf Technology, Inc. to upgrade the existing software and obtain additional software licenses, subject to approval of the City Attorney as to form and legality; and 2) issue a purchase order to TeaLeaf Technology, Inc. in the amount of \$70,950 for the software upgrade, licenses and maintenance.