

PROJECT TITLE:
Salesforce Public Sector Platform
Implementation

FUNCTIONAL AREA / AGENCY:
Citywide

PROGRAM AREA:
Enterprise Solution

PREVIOUS CAPITAL FUNDING:
\$1,054,030

PROJECT COMPLETION DATE:
FY 27-28

FUNDING SOURCE-CAPITALIZED COST:
Borrowed Funds / ARP

Project Description:

Implement Salesforce's best of breed Public Sector Solutions platform, through a multi-year effort to implement the following modules. 1) Upgrade MyJax to enable customers and employees to easily navigate, engage, update and complete service requests, service more citizens through new communication channels such as mobile app, chatbot with Artificial Intelligence enhanced self-service and relevant Knowledge Base Articles. 2) Leverage the Salesforce platform to critical Case Management for the Office of Economic Development in a phased approach. 3) Develop an end-to-end grant application solution to be used by COJ and grant applicants to allow organizations to efficiently compete for grant opportunities and track their applications. 4) Implementation a new Code Case Management System for Municipal Code including: manage the inspection lifecycle, citations, fee calculations, and citizen portal, while leveraging the MyJax System Implementation.

Level of Service Impact:

These upgrades will have a massive improvement for all public divisions that need better case management systems. Using work originally implemented, we will reuse technical assets created in Year 1 of the project to replicate similar Case Management and Customer Relationship Management across multiple divisions in COJ. This will create a streamlined experience for many citizens, as well as a similar look and feel for applications and divisions across the city.

<u>Capitalized Costs</u>	<u>Total Est. Cost</u>	<u>Prior Yrs. Funding</u>	<u>FY 24-25</u>	<u>FY 25-26</u>	<u>FY 26-27</u>	<u>FY 27-28</u>	<u>FY 28-29</u>
Software	\$ 1,437,655	184,530	1,253,125				
Hardware	\$ -						
Professional Svcs	\$ 3,369,500	869,500		1,500,000	500,000	500,000	
	\$ 4,807,155	\$ 1,054,030	\$ 1,253,125	\$ 1,500,000	\$ 500,000	\$ 500,000	\$ -

Annual Operational Costs:

	<u>FY 24-25</u>	<u>FY 25-26</u>	<u>FY 26-27</u>	<u>FY 27-28</u>	<u>FY 28-29</u>
FTEs					
Salary / Benefits					
Software Hosting			34,629	34,629	34,629
Operating Costs			692,577	692,577	692,577
SW/HW License Maintenance					
	\$ -	\$ -	\$ 727,206	\$ 727,206	\$ 727,206

Estimated Savings and/or Offsets:

	<u>FY 24-25</u>	<u>FY 25-26</u>	<u>FY 26-27</u>	<u>FY 27-28</u>	<u>FY 28-29</u>
FTEs					
Operating Costs					
SW/HW Maint					
	\$ -	\$ -	\$ -	\$ -	\$ -

Benefits to the Public:

Better Customer relationship management and case management for both Citizens and COJ employees, creating a streamlined and branded experience for multiple divisions across the country.