

Daryl Blowes <dblows@accela.com>

Urgent Memo regarding SB 425

To the Planning and Development Committee:

My name is Daryl Blowes, Senior Vice President at Accela, and I am writing in regards to the **SB 425: An Act Concerning Municipal Transparency, Efficiency, and Accountability**.

The Connecticut Connect grant program is an innovative way to deliver effective services to citizens across the state, and we at Accela commend the General Assembly for considering such a program.

As part of the grant program, we recommend that there be a competitive process to select the vendor that is to provide a citizen relationship management (CRM) solution to communities across the state.

The market for CRM providers goes beyond a single vendor. At Accela Citizen Relationship Management (formerly PublicStuff), we currently partner with Hartford, Greenwich, and South Windsor, in addition to over 200 other local government agencies nationwide.

Last year, the GIS Consortium, a consortium of Illinois communities, selected Accela in a competitive process to provide a CRM solution that would allow municipalities to consolidate resources and deliver quality service to their residents. The program is comparable to the proposed Connecticut Connect grant program.

To reiterate, we strongly recommend that the General Assembly consider a competitive process as a means to select the most appropriate vendor to deliver CRM services to municipalities in the state or at a minimum allow for the choice of vendors for municipalities to choose from.

Thank you for hearing my recommendation.

You may contact me directly at dblows@accela.com.

Thank you,

Daryl Blowes, SVP / GM
Accela - Citizen Engagement
(631) 619-2016