



## CITY OF MOUNT VERNON, N.Y.

Mayor Office

**SHAWYN PATTERSON-HOWARD, MPA**  
*Mayor*

City Hall, One Roosevelt Square  
Mount Vernon, NY. 10550  
(914) 665-2362 – Fax: (914) 665-6173

**MALCOLM CLARK**  
*Chief of Staff*

**KHENDRA DAVID**  
*Deputy Chief of Staff*

September 23, 2024

The Honorable City Council  
City of Mount Vernon  
City Hall  
1 Roosevelt Square  
Mount Vernon, New York 10550

**Re:** Authorization for the Purchase of Monday.com for Constituent Management and Workflow Solutions

To the Honorable City Council,

This letter comes as a request that the City Council authorize the purchase of Monday.com Customer Relationship Management (CRM). This platform will be used for managing constituent interactions, optimizing workflow processes, organizing data entry, and enhancing overall operational efficiency within the Office of the Mayor.

As the city continuously looks for ways to improve the efficiency and responsiveness of its services, Monday.com offers a streamlined and centralized solution for handling these tasks providing an all-in-one platform to improve constituent management, optimize workflow, enhance data entry and organization, facilitate cross-department collaboration, and improve communication. Some key benefits of Monday.com software is efficiency, accountability, transparency reporting, flexibility and integration with tools and platforms the city already uses.

The annual estimated cost for Monday.com totals at \$4,241.94 which includes 6 users and onboarding support. We received additional quotes (1) Leidos Intranet Quorum estimated annual cost of \$22,296.96 and (2) Salesforce estimate annual cost of \$9,367.74.

We are also requesting two additional users for the City Council to be added to the Monday.com platform. These additional users will be included at the City Council's expense. This will allow Council members to track constituent issues, collaborate with other departments, and manage citywide initiatives effectively. The additional quote is \$1,413.38 which includes 2 users and onboarding support can be satisfied from A1010.405 (contracted outside services).

By adopting Monday.com, the city will move towards a more modern, efficient, and transparent method of managing constituent relations and internal projects. The platform's flexibility will enable us to better meet the needs of our residents, improve accountability across departments, and provide real-time updates on the progress of critical city initiatives.

We are utilizing the Mayor's Office: -Contracted Outside Expense: A1210.405.

*"The Jewel of Westchester"*



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We appreciate your consideration of this request and look forward to your positive response. Should you have any question or require further information, please do not hesitate to contact us.

Respectfully,

Khendra K. David

CC: Office of the Mayor  
Comptroller's Office