



Office of the City Manager

CONSENT CALENDAR
July 14, 2026

To: Honorable Mayor and Members of the City Council
 From: Paul Buddenhagen, City Manager
 Submitted by: Wahid Amiri, Interim Director, Public Works
 Subject: Contract: Daupler, Inc. for After-Hours Answering Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract with Daupler, Inc. for after-hours answering services in an amount not to exceed \$375,000 for a three-year contract, with an option to extend for two additional one-year terms.

FISCAL IMPACTS OF RECOMMENDATION

Funds for after-hours answering services are subject to approval by Council and currently allocated in the following proposed Fiscal Year (FY) 2027 departmental budgets: Public Works (Street Lighting-Fund 142, Zero Waste-Fund 601, Sanitary Sewer Operations Fund 611, Clean Stormwater-Fund 616, Parking Meter Fund 631, Building Purchases and Maintenance-Fund 636, Building Maintenance-Fund 673); Information Technology (IT Cost Allocation-Fund 680); Planning and Development (Certified Unified Program Agency-Fund 622); and Parks, Recreation, and Waterfront (Parks Tax-Fund 138). Funding for future years is subject to appropriation in the Fiscal Years 2028, and 2029 budget based on each department's need for answering services.

CURRENT SITUATION AND ITS EFFECTS

Outside normal business hours, on weekends and holidays, residents and business owners continue to contact the City to report urgent requests such as sewer problems, flooding, fallen tree limbs, broken traffic signals, hazardous material situations, and environmental health issues. Additionally, due to state regulations from organizations like the State Water Resources Control Board, the City needs these services to quickly respond to urgent issues that may cause damage to the environment and lead to major penalties being levied against the City. The City does not have staffing outside of normal business hours to provide customer service calls through its 311 Team, so an after-hours answering service contract is needed. This contract also provides daytime coverage to the Information Technology's 311 Customer Service Division so staff can attend trainings and key department meetings.

This proposed contract would provide after-hours answering services for Departments of Public Works; Parks, Recreation and Waterfront; Department of Planning & Development Toxics Management Division; and Health, Housing and Community Services.

The City conducted Request for Proposals Specification No. 25-11694-C, released on January 13, 2026, with proposals due no later than March 17, 2026, and received eleven proposals. The selection committee, composed of subject matter experts from Public Works and Information Technology (IT), evaluated all proposals.

The evaluation criteria used to rate the proposals were as follows: Management and Operational Plan (20%), Service Delivery Plan (20%), Expertise, Bid Quality & References (30%), Cost (15%) and Organizational Experience (15%). The committee also interviewed the four of the highest scoring vendors as part of the assessment. Daupler, Inc. was selected as the most responsive bidders to the solicitation.

This contract will support the City's after-hours services and is in alignment with the City's Strategic Plan, advancing our goal to create a resilient, safe, connected, and prepared city.

Effective January 1, 2026, local agencies are required to satisfy noticing requirements for certain contracts for services that meet the criteria outlined in Government Code Section 3504.1, as amended by AB 339. This project does not meet the criteria in Government Code Section 3504.1 and is exempt from the noticing requirement.

BACKGROUND

The City has utilized after-hours answering services for many years as it was not cost effective to provide phone coverage by City staff for urgent calls it receives after normal business hours. When the City's current provider for after-hours answering receives a call, it contacts the on-call assigned City staff to respond to the request for service. Non-emergency calls are recorded, and appropriate departments are notified by email the next business day.

The City last released a solicitation for these services back in 2014, and to follow current City procurement policies, a new solicitation was released.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

Having an answering service to handle after-hours calls allows City staff to respond quickly to a variety of operational needs such as hazardous materials spills, sewer problems, or other issues that could be harmful to the environment.

RATIONALE FOR RECOMMENDATION

These services are needed to provide residents and local businesses with the support they need outside of normal City business hours.

ALTERNATIVE ACTIONS CONSIDERED

If the contract for these services is not approved, the City would be unable to properly respond to issues that could harm residents and lead to major fines from state agencies.

CONTACT PERSON

Wahid Amiri, Interim Director, Public Works, (510) 981-6396

Joy Brown, Interim Deputy Director, Public Works, (510) 981-6629

Tucker Brofft, Senior Management Analyst, Public Works, (510) 981-5375

Erika Barros, Associate Management Analyst, Public Works, (510) 981-6462

Penny Cash, 311 Customer Service Manager, Information Technology, (510) 981-6543

Attachments:

Resolution

BID Document

RESOLUTION NO. ##,###-N.S.

CONTRACT: DAUPLER, INC. FOR AFTER-HOURS ANSWERING SERVICES

WHEREAS, the City needs an after-hours answering service to provide support to the City after normal business hours, holidays and on weekends; and

WHEREAS, this service helps residents and businesses who need to contact the City to report urgent requests that impact residents and City operations; and

WHEREAS, the City conducted RFP Solicitation No. 25-11694-C with bids due no later than March 17, 2026; and

WHEREAS, the City received eleven proposals and a selection committee, composed of subject matter experts from the department of Public Works and Information Technology, evaluated the bids; and

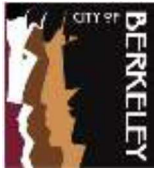
WHEREAS, Daupler, Inc., was selected as the most responsive vendor to the RFP; and

WHEREAS, funding in the amount of \$375,000 is available in the Streetlight Assessment (142) Fund, Zero Waste (601) Fund, Sanitary Sewer (611) Fund, Clean Storm Water (616) Fund, Parking Meter (631) Fund, Building Management (636) Fund, and Building Maintenance (673) Fund; and

WHEREAS, funding will be provided in proportional amounts by Information Technology Budget (Fund 680) Planning Budget (Fund 622), and Parks, Recreation, and Waterfront Budget (Fund 138); and

WHEREAS, this contract is exempt from the noticing requirements set forth in Government Code Section 3504.1.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract with Daupler, Inc. for after-hours answering services in an amount not to exceed \$375,000 for a three-year contract, with an option to extend for two additional one-year terms.



City of Berkeley

Finance Department
General Services Division

FOR: After Hours Answering Service

[Spec. # 25-11694-C](#)

Bid Date: 3/17/2026

	Bidders	Local Vendor	WC	NF	OS	SC	LW	EBO
1	Responsive Answering Service		X	X	X	X	X	X
2	Direct Interactions Inc		X	X	X	X	X	X
3	AnswerNet		X	X	X	X	X	X
4	Aureon							
5	Daupler		X	X	X	X	X	X
6	McGhee & Associates							
7	DirectLine	X	X	X	X	X	X	X
8	BuildWealthFromHome		X	X	X	X	X	X
9	IdeasUnlimited							
10	USA Notify			X	X	X	X	X
11	Gilson PW Call Center		X	X	X	X	X	X

Bid Recorder:

Roop Soorma *R Soorma*

03/17/2026
DATE

Bid Opener:

Sherri Degnan *Sherri Degnan*

03/17/2026
DATE

Project Manager:

Tucker Brofft/Erika Barros *Tucker Brofft*

03/24/2026
DATE












25-11694-C ABSTRACT

Final Audit Report

2026-03-24

Created:	2026-03-17
By:	Roopreet Soorma (RSoorma@berkeleyca.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAAPF0JKUw3leOjccq-Fhesx1dSs7UM-qA6K

"25-11694-C ABSTRACT" History

-  Document created by Roopreet Soorma (RSoorma@berkeleyca.gov)
2026-03-17 - 9:58:58 PM GMT
-  Document emailed to Tucker Brofft (TBrofft@berkeleyca.gov) for signature
2026-03-17 - 9:59:02 PM GMT
-  Document emailed to Sherri Degnan (SDegnan@berkeleyca.gov) for signature
2026-03-17 - 9:59:02 PM GMT
-  Document emailed to Roopreet Soorma (RSoorma@berkeleyca.gov) for signature
2026-03-17 - 9:59:02 PM GMT
-  Email viewed by Roopreet Soorma (RSoorma@berkeleyca.gov)
2026-03-17 - 9:59:28 PM GMT
-  Document e-signed by Roopreet Soorma (RSoorma@berkeleyca.gov)
Signature Date: 2026-03-17 - 9:59:46 PM GMT - Time Source: server
-  Email viewed by Sherri Degnan (SDegnan@berkeleyca.gov)
2026-03-17 - 10:02:35 PM GMT
-  Document e-signed by Sherri Degnan (SDegnan@berkeleyca.gov)
Signature Date: 2026-03-17 - 10:04:33 PM GMT - Time Source: server
-  Email viewed by Tucker Brofft (TBrofft@berkeleyca.gov)
2026-03-24 - 3:04:38 PM GMT
-  Document e-signed by Tucker Brofft (TBrofft@berkeleyca.gov)
Signature Date: 2026-03-24 - 3:05:33 PM GMT - Time Source: server
-  Agreement completed.
2026-03-24 - 3:05:33 PM GMT