



Office of the City Manager

CONSENT CALENDAR
April 30, 2019

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Savita Chaudhary, Director, Department of Information Technology
Subject: Contract No. 7393D Amendment: Interactive Voice Response (IVR) and Interaction Web Response (IWR) System with Paymentus, Corp.

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 7393D and all associated amendments with the Paymentus Corporation for maintenance and support of the Interactive Voice Response (IVR) and Interaction Web Response (IWR) System, increasing the contract amount by \$52,500, for a contract amount not-to-exceed \$324,475.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the additional \$52,500 of software maintenance and support are available in the Department of Information Technology’s Fiscal Year (FY) 2019, 2020, and 2021 Permit Service Center Fund as outlined below. Spending for this amendment in future fiscal years is subject to Council approval of the proposed city-wide budget and annual appropriation ordinances.

	FY 2019 Software Maintenance
\$17,500	Budget Code: 621-35-362-377-0000-000-472-613130- (Permit Service Center, Enterprise Applications, Software Maintenance)
	FY 2020: Software Maintenance
\$17,500	Budget Code: 621-35-362-377-0000-000-472-613130- (Permit Service Center, Enterprise Applications, Software Maintenance)
	FY 2021: Software Maintenance
\$17,500	Budget Code: 621-35-362-377-0000-000-472-613130- (Permit Service Center, Enterprise Applications, Software Maintenance)
\$52,500	<u>Total FY 2019-2021 Software Maintenance</u>

CURRENT SITUATION AND ITS EFFECTS

The City uses Interactive Voice Response (IVR) and Interactive Web Response (IWR) for automated scheduling of building, electrical, mechanical, plumbing, and public works

inspections. This system allows the community to schedule inspections using a telephone touch pad and/or the Planning Department's website and receive immediate confirmation of inspection, date, time, type, and location.

Contractors schedule an average of 2,650 inspections per month utilizing this technology, which is a 20% increase over the term of the previous maintenance agreement. Staff are currently working with Paymentus on a system upgrade and configuration. Once completed, this maintenance agreement will provide ongoing support and services to the platform.

BACKGROUND

In July 2006, the City issued a Request for Proposals (Specification No. 06-10144-C) for an Interactive Voice Response (IVR) and Interactive Web Response (IWR) system. In June 2007, City Council authorized a contract with Tele-works, Inc. for software licensing, integration services, and software maintenance for an Interactive Voice Response (IVR) and Interactive Web Response (IWR) system.

In November 2008, City Council authorized a contract amendment with Tele-works, Inc. for integration services, customization, and software maintenance. Customizations included changes to the call flow and web page flow, allowing inspection scheduling up to ten business days in advance, and collecting a contractor phone number as part of the scheduling process.

In April 2014, Paymentus acquired Tele-works, Inc.

ENVIRONMENTAL SUSTAINABILITY

This system provides Permit Service Center customers the option to schedule inspections via telephone or the web, eliminating travel to City offices to schedule inspections. In addition, Building Inspectors use this software to help map inspection routes that minimize greenhouse gas emissions. This supports the Berkeley's Climate Action Plan and Digital Strategic Plan goals.

RATIONALE FOR RECOMMENDATION

Automated phone and online scheduling is convenient for Permit Service Center customers, as well as an efficient tool for City staff to manage inspection workloads.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered terminating this agreement and providing maintenance without vendor assistance, but given the critical operations supported by the IVT and IWR system, the associated costs for staffing and training would be more than the maintenance agreement.

CONTACT PERSON

Savita Chaudhary, Director, Department of Information Technology, 981-6525

Attachments:
1: Resolution

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

CONTRACT NO. 7393D AMENDMENT: INTERACTIVE VOICE RESPONSE (IVR) AND INTERACTIVE WEB RESPONSE (IWR) SYSTEM WITH PAYMENTUS CORP

WHEREAS, the City of Berkeley is committed to providing convenient customer and efficient customer service options for the community and multi-channel services available via walk-in, telephone, and internet, are all important components of a comprehensive customer service improvement initiative; and

WHEREAS, in June 2007, after a formal Request for Proposals process under Specification No. 06-10144-C, the City selected Tele-works, Inc. for software licensing, integration services, and software maintenance for an Interactive Voice Response (IVR) and Interactive Web Response (IWR) system; and

WHEREAS, in 2008, City Council authorized a contract amendment with Tele-works, Inc. for integration services, customization, and software maintenance. Customizations included changes to the call flow and web page flow, allowing inspection scheduling up to ten business days in advance, and collecting a contractor phone number as part of the scheduling process; and

WHEREAS, in 2014 Tele-Works, Inc. was acquired by Paymentus, Corporation; and

WHEREAS, in 2015, City Council authorized a contract amendment with Paymentus, Corp. for a multi-year contract for software maintenance and support of the Paymentus platform; and

WHEREAS, funds for additional software maintenance and support are available in the Department of Information Technology's Fiscal Year (FY) 2019, 2020, and 2021 Permit Service Center Fund, and spending for this amendment in future fiscal years is subject to Council approval of the proposed city-wide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute an amendment to Contract No. 7393D and all associated amendments with the Paymentus Corporation for maintenance and support of the Interactive Voice Response (IVR) and Interaction Web Response (IWR) System, increasing the contract amount by \$52,500, for a contract amount not-to-exceed \$324,475.