

City of Minneapolis
Request for Committee Action

To: Ways & Means
Date: 5/9/2016
Referral: N/A
From: Information Technology
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Presented by: Otto Doll
File type: Action
Subcategory: Contracts & Agreements

Subject:

Contract Amendment with DiRAD for the Interactive Voice Response System

Description:

Authorizing extending Contract No. C-28173 with DiRAD for an additional two-year term through August 1, 2018 and the option of one additional two-year term, and increasing the value to a new not-to-exceed total of \$505,000 for the Interactive Voice Response System.

Previous Actions:

August 16, 2013 - Committee recommends that the proper City officers be authorized to extend and increase contract #C-28173 with DiRAD Technologies, Inc., for the Utility Billing Interactive Voice Response (IVR) System, for three years, increasing the contract by \$125,000 for a new not to exceed amount of \$380,000. No additional appropriation required.

Background/Analysis:

The City established a Master Contract with DiRAD, contract C-28173, to provide the Interactive Voice Response (IVR) System to interface with its Utility Billing software in the Treasury Operations Division of the Finance & Property Services Department. The IVR system allows customers to retrieve a variety of information over the telephone from the City's Utility Billing application, i.e. account balances, due dates, last payment dates, account status, water usage, customer service location and hours, transfer to the payment system or customer service representative. The current contract has a value of \$380,000 and expires August 1, 2016.

A Request for Proposal (RFP) was issued to better utilize the web service functionality contained in the Utility Billing application as well as provide additional customer service options. After a thorough vetting, DiRAD Technologies, Inc. was selected as having the solution that best met the City's requirements, and a three-year contract was established.

IT and the Finance & Property Services Department request to extend the DiRAD contract for two additional years with the option of an additional two-year term which will result in syncing this contract with our current Utility Billing software contract. The current IVR system has been very stable, secure, cost effective providing a hosted solution for application server support, and provides continuity of services for Utility Billing customers and City staff.

Financial Review:

No additional appropriation required, amount included in current budget.