

Legislation Details (With Text)

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On agenda: 1/8/2024 **Final action:** 1/8/2024

Title: Customer Service Communications Amendment

Attachments:

Date	Ver.	Action By	Action	Result
1/8/2024	1	City Council Business Meeting	Approve	

Customer Service Communications Amendment

Action:

- A. Approve an amendment to the contract with True Image Interactive, LLC for the ongoing support of a suite of service communications systems for an additional four-year term,**
- B. Authorize the City Manager to amend the contract consistent with the purpose for which the contract was approved, and**
- C. Authorize the City Manager to purchase such additional software licenses, services, maintenance, support, and upgrades as required to maintain the system for as long as the city uses the system.**

Staff Resource(s):

Markell Storay, Innovation & Technology
Angela Charles, Charlotte Water
Rebecca Hefner, Housing & Neighborhood Services

Explanation

- In 2010, City Council approved a large suite of service communications enhancements in an effort to improve access for residents and reduce costs. True Image Interactive, LLC (formerly EidoServe, Inc.) has provided the city with a hosted interactive voice response (IVR) system, mobile applications, web applications, web portal, and professional IT development services, including the following:
 - CharMeck 311 IVR for Charlotte Water billing services and Western Union payments;
 - Charlotte Water outbound calling for late payment and disconnect service notifications;
 - Charlotte Water citizen web portal for billing and payment management; and
 - CATS Special Transportation Services IVR and Web System.
- Since 2010, this contract has been amended for updated service needs, service enhancements, and continued service provision.
- On March 28, 2011 and February 24, 2014, City Council approved contract amendments for the further development of mobile application services and additional system enhancements. The contract was extended for an additional term by City Council on August 28, 2017.
- This contract provides ongoing software maintenance and support, including upgrades and issue resolution support; both of which are essential to ensuring the uninterrupted operation of the multiple support systems.
- A waiver of a competitive solicitation process for services may be granted on a limited basis when deemed appropriate and in the city's best interest. A waiver has been approved for these services

based on continuity of service.

- Ongoing annual support and maintenance for existing services is estimated at \$200,000.
- The new estimated value of the contract is \$4,050,000.

Charlotte Business INclusion

This is a contract with a waiver of solicitation and is exempt from the CBI Program.

Fiscal Note

Funding: Various Departments' Operating Budgets