

Legislation Text

File #: 15-8606, Version: 3

CATS Interactive Voice Response Replacement

Action:

- A. Authorize the City Manager to purchase hardware, software, services and ongoing maintenance and support from Enghouse Transportation LLC for as long as the City uses the system in an amount of \$142,994,**
- B. Authorize annual maintenance costs after the warranty period for the next three years, and**
- C. Authorize the City Manager to approve upgrades to the Interactive Voice Response system and amend the contract consistent with the purpose for which the contract was approved.**

Staff Resource(s):

John Lewis, CATS

Explanation

- The City provides call center public services to assist CATS customers with trip planning, complaints, compliments, and service requests.
- The call center handles over 1,400,000 annual customer calls at an average cost \$0.42 per Interactive Voice Response (IVR) call, and \$2.67 per Customer Service Agent assisted call.
- The current IVR system has been in service since 2000 with minor upgrades in 2011, and can no longer interface with the CATS scheduling system, which was updated in 2017.
- The new hardware and software will provide integrated access to multiple CATS' systems, including next bus arrival time and the customer facing web portal.
- On February 17, 2017, the City issued a Request for Proposals (RFP); six proposals were received.
- Enghouse Transportation LLC best meets the City's needs in terms of qualifications, experience, cost, and responsiveness to the RFP requirements.
- First year expenses for the IVR contract and maintenance will be \$142,994. Continuing annual maintenance and support will start at \$1,288 per year after the warranty period has expired.

Charlotte Business Inclusion

No subcontracting goals were established because there are no subcontracting opportunities (Part C: Section 2.1(a) of the Charlotte Business INclusion Policy).

Fiscal Note

Funding: CATS Community Investment Plan and Operating Budget