



Legislation Details

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**File #:** 21-319      **Version:** 1      **Name:**

**Type:** Contract      **Status:** Multi-Year Contract

**File created:** 4/16/2021      **In control:** City Council

**On agenda:** 4/27/2021      **Final action:**

**Title:** Approve Multi-Year contract with Five9 in conjunction with Multi-Year contract with Verteks Consulting Inc. for the Utility Customer Service Call Center Platform. Utilize Standardization Purchase to exempt from Competitive Purchase. Authorize City Manager to sign and execute each contract. (Finance Director)

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Five9 Quote 6 2021 - 9 2026.pdf, 2. Verteks Quote 2021-2026.pdf, 3. Verteks - Five9 Agenda Item 2018.pdf, 4. Telecommunications Agreement.pdf, 5. ECP\_Five 9\_2021.pdf, 6. ECP\_Verteks Consulting\_Mitel Annual Maintenance\_2021.pdf

Date	Ver.	Action By	Action	Result
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