



Legislation Text

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CITY COUNCIL AGENDA ITEM

Memo Date: April 16, 2021
Agenda Date: April 27, 2021
Prepared By: Lisa Sampson, Utility Customer Service Manager
Through: Rebecca Bowman, MBA, CGFO, CGFM, Finance Director
Requested Action:

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.

BACKGROUND:

Since 2018, The City of Cocoa Utility Customer Service Division has utilized cloud-based contact center software to provide inbound/outbound call center communication to nearly 90,000 utility contacts in our service area. This platform was designed and programmed based on the needs of customer service operations and all agent activation, platform programming fees, and set up costs were paid in 2018.

Software flexibility and the reliable communication provided to the city have been an asset through the years of service. Call activity, direct inward dial and retention of recorded call storage, are also additional services required for call center operations. Five9 thru Verteks Consulting provide their clients with 24-hour support and uninterrupted service which was proven during the 2019 hurricane season and in 2020 while city hall was closed due to the pandemic. Customer Service was able to continue all call center operations; inbound/outbound communication, reporting, recording of calls through teleworking without incurring any additional expenses.

Staff recommends continuing with the current Call Center Platform, with Five9 and Verteks.

STRATEGIC PLAN CONNECTION:

Continuing to be fiscally responsible utilizing the platform created for Customer Service, will prevent additional expenses for programming, licenses, startup fees and employee training time. The current system will ensure continued communication reliability and flexibility based on our operational needs by utilizing the approved exemption to competitive purchase through reason of standardization purchase.

Five9 and Verteks Consulting each provided a quote for a 3-year term with additional 2-year renewal option remaining at the current rate, without increase, until contract completion FY2026.

BUDGETARY IMPACT:

Budgeted Yes

FY2021 June 1, 2021- September 30, 2021 (4 Months)

Account Number 001-1510-536.56-15
Account Name IT-Related Operating Expense

The FY21 Budget is sufficient: A Change Order for Five-9, to PO 77630, in the amount of \$10,400.

FY2021 June 1, 2021- September 30, 2021 (4 Months)

Account Number 001-1510-536.56-15
Account Name IT-Related Operating Expense

The FY21 Budget is sufficient: A Change Order for Verteks, to PO 77581, in the amount of \$10,752.

FY2022 through FY2026 (Five9)

Direct Dial and Per Minute Usage (Five Years)

Account Number 001-1510-536.56-15
Account Name IT-Related Operating Expense
Amount Requested \$32,460.00 (Annually)

For FY2022 through FY2026 (Verteks)

Cloud Based Platform, Subscription with Extended Storage (Five Years)

Account Number 001-1510-536.56-15
Account Name IT-Related Operating Expense
Amount Requested \$ 32,256.00 (Annually)

PREVIOUS ACTION:

Council approved contact center platform January 2018 and VIOP usage May 2018. Exemption to Competitive Purchase approved; reason Standardization purchase.

RECOMMENDED MOTION:

Approve Multi-Year contract with Five9 in conjunction with Multi-Year contract Verteks Consulting Inc. for the Utility Customer Service Call Center Platform, and per minute usage. Utilize Standardization Purchase to exempt from Competitive Purchase. Authorize City Manager to sign and execute each multi-year contract.