



## Request for City Council Committee Action from the Information Technology Department

Date August 13, 2013

To: The Honorable Betsy Hodges, Chair, Ways and Means Committee

Subject: Extend and Increase Contract with DiRAD Technologies Inc. for the Utility Billing Interactive Voice Response (IVR) System

Recommendation: Authorize proper City officials to:  
 a) Extend contract with DiRAD Technologies Inc. (C-28173) for three years  
 b) Increase the contract by \$125,000

Prepared by Elise Ebhardt, Interagency Coordinator, 673-3249

Submitted by Otto Doll \_\_\_\_\_, 673-3633  
 Chief Information Officer

Approved by Paul Aasen \_\_\_\_\_  
 City Coordinator

Presenter in Committee Otto Doll

Permanent Review Committee (PRC)  X  Approved 7/25/13

Prior Related Directives:  
 July 23, 2010: Authorization to execute a three (3) year contract with DiRAD Technologies, Inc. to provide an interactive voice recognition (IVR) System to the Treasury Operations Division of the Finance Department, for an amount not to exceed \$255,000.

**Financial Impact:** None. No additional appropriation is required.

<p><b>Financial Impact</b> (Check those that apply)</p> <p><input checked="" type="checkbox"/> No financial impact (If checked, go directly to Background/Supporting Information)</p> <p><input type="checkbox"/> Action requires an appropriation increase to the Capital Budget</p> <p><input type="checkbox"/> Action requires an appropriation increase to the Operating Budget</p> <p><input type="checkbox"/> Action provides increased revenue for appropriation increase</p> <p><input type="checkbox"/> Action requires use of contingency or reserves</p> <p><input type="checkbox"/> Other financial impact (Explain):</p> <p><input checked="" type="checkbox"/> Request provided to department's finance contact prior to the Committee Coordinator</p>
--

## **Background/Supporting Information**

The City has a support contract (C-28173) with DiRAD Technologies, Inc. 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. Types of information accessible by customers are account balances, due dates, last payment dates, account status and water usage. Customers can also transfer to the payment system, hear hours and customer service office location information, or transfer to a customer service representative if desired.

In 2010, 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. Based upon the proposals, DiRAD Technologies, Inc. was selected as having the solution that best met the City's requirements, and a three-year contract was established with a total contract value of \$255,000.

IT and the Finance & Property Services Department would like to extend the DiRAD contract for three years and increase it \$125,000 for a new not-to-exceed total of \$380,000. The current IVR system has been very stable and secure. Continuing the contract with DiRAD is a cost effective option compared to alternatives, provides a hosted solution for application server support, and provides continuity of services for Utility Billing customers and City staff.

The Permanent Review Committee (PRC) reviewed and approved this request on July 25, 2013.

## **Request for Approval**

IT requests authorization for proper City officials to:

- a) Extend contract with DiRAD Technologies Inc. (C-28173) for three years for the Utility Billing Interactive Voice Response (IVR) System, and
- b) Increase the contract by \$125,000 for a new not-to-exceed amount of \$380,000.

The costs for the contract are covered within the IT allocation model. No additional appropriation is required.