



Request for City Council Committee Action from the Department of BIS

Date July 19, 2010

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

Subject: Acceptance of DiRAD Technologies, Inc.'s Proposal for the Treasury Operations IVR RFP.

Recommendation Authorize proper City officials to execute a contract with DiRAD Technologies, Inc. to provide an inter-voice recognition system to the Treasury Operations Division of the Finance Department for a period of three years and a not-to-exceed amount of \$255,000.

Prepared by Robert Arko, Contract Administrator, 673-3984

Submitted by Joe Shneider _____, 673-3996
Director, Enterprise Infrastructure

Approved by Steven Bosacker _____
City Coordinator

Presenter in Committee Joe Shneider

Policy Review Group Not Applicable

Permanent Review Committee (PRC) Approval Not Applicable

Financial Impact: No financial impact to BIS. The Finance Department will be funding the one-time costs for this initiative out of its enterprise funds and the on-going fees out of its operating budget.

<p>Financial Impact (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

In 2000, the Treasury Operations Division of the Finance Department implemented the Telepath Inter-Voice Recognition (IVR) system to interface with its Utility Billing software. The IVR system allows customers to retrieve account information from the City's Utility Billing application. Types of information accessible by the customers are account balances, due dates, last payment dates, and account status. Customers can also make credit card payments through the IVR system or transfer to a live agent if necessary. The system also plays general information about hours, locations, and if there are known leaks in an area. The IVR system is 10 years old, out-of-date and will no longer be supported by the vendor.

A Request for Proposal (RFP) was issued for a new system that would better utilize the web service functionality that is contained in the Utility Billing application as well as provide additional options to better service the City's customers. Five proposals were received on March 26, 2010. The proposals were reviewed by an evaluation team according to the criteria contained in the RFP. Based upon the proposals, DiRAD Technologies, Inc. had the solution that best met the City's requirements. BIS and the Finance Department are seeking approval to execute a three-year contract with DiRAD Technologies, Inc. with a not-to-exceed amount of \$255,000.