

## CITY COUNCIL

For City Clerk's Use:

☐ **APPROVED** ☐ **DENIED**

Reso No. \_\_\_\_\_ File No. \_\_\_\_\_

Ord No. \_\_\_\_\_

**Agenda Item No.: 5**  
**Date: April 25, 2012**

**TO:** Honorable Mayor and Members of the City Council

**FROM:** Gilbert Rojas, Director of Finance

**SUBJECT:** Award Request for Proposal for a Call Center and Integrated Voice Response Solution for Utility Billing Division

**RECOMMENDATION:**

It is requested that Council adopt Resolution No. 2012-60 approving the award of Request for Proposal to Advanced Call Processing Inc of Carlsbad, California in the amount of \$125,262.41 for a Call Center and Integrated Voice Response Solution for Utility Billing Division. The purpose of the proposal is to replace the existing Zeacom QMaster Application equipment and a separate, non-integrated, end-of-life, DOS based dial-in system for automated account information.

Utility Billing Division utilizes the current application as a telephone system that improves responsiveness to customers calling for water, sewer, trash, and recycling services for residential and commercial accounts. The Zeacom QMaster Application is approximately seven years old and it is recommended for replacement, due to the age of the hardware, integration reliance, and reliability and performance factors. Additionally, technological advances with the new Call Center and Integrated Voice Response Solution offer stand-alone systems that are engineered to operate independently of our telecommunications equipment, which provides another level of redundancy in the event of a system failure. Enhanced features such as automated account information (IVR) and call recording are now built-in and require less vendor support to manage.

Utility Billing Division receives an average of 200 calls per day and with this new Call Center and Integrated Voice Response Solution, we will be able to offer improved call routing options, better call management services, easier account access and information for our customers, supervisory support, and accurate statistical data for performance reporting. In addition, all calls will now be reliably recorded and securely stored.

**FISCAL ANALYSIS:**

Sufficient funds are budgeted in the water and waste water funds.

BACKGROUND:

On February 13, 2012, request for proposals were mailed to eleven vendors and on March 26, 2012, three proposals were received and opened. The results are as follows:

<b>Vendor</b>	<b>Amount</b>
Advanced Call Processing Inc	\$ 125,262.41
Interactive Intelligence	153,920.18
Atel Communications Inc	173,455.69

Mark Becker, Information Systems Director and his staff, have reviewed all proposals and recommend the award to Advanced Call Processing Inc of Carlsbad, California as the lowest most responsive and responsible bidder who met the City's specifications.

Respectfully submitted,



Gilbert Rojas,  
Director of Finance

DATE

TO: Blanca Wolf

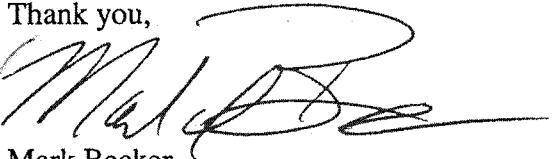
FROM: Mark Becker

SUBJECT: RFP 12-01 Call Center & Integrated Voice Response

After reviewing the submitted proposal, we agree that Advanced Call Processing is the lowest responsible and responsive bidder who meets the City specifications and minimum requirements for the Call Center.

We are comfortable recommending that Advanced Call Processing is awarded the bid and taking their proposal to Council for approval.

Thank you,

  
Mark Becker

RESOLUTION NO. 2012-60

A RESOLUTION OF THE CITY COUNCIL OF  
THE CITY OF ESCONDIDO, CALIFORNIA,  
AUTHORIZING CITY COUNCIL TO APPROVE  
THE PROPOSAL AWARD OF A CALL CENTER  
AND INTEGRATED VOICE RESPONSE  
SOLUTION FOR UTILITY BILLING DIVISION

WHEREAS, sufficient funds are located in the Water and Waste Water Funds;  
and

WHEREAS, a notice inviting proposals was duly published; and

WHEREAS, on February 13, 2012, request for proposals for a Call Center and  
Integrated Voice Response Solution for Utility Billing Division was mailed to eleven  
vendors; and

WHEREAS, three proposals were opened and evaluated on March 26, 2012;  
and

WHEREAS, the apparent low proposal, submitted by Advanced Call Processing  
Inc. as determined to be the lowest most responsive and responsible bidder who met  
the City's bid specifications; and

WHEREAS, staff recommends awarding the proposal to Advanced Call  
Processing Inc. in the amount of \$125,262.41; and

WHEREAS, this City Council desires at this time and deems it to be in the best  
public interest to award the proposal to Advanced Call Processing Inc.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Escondido, California, as follows:

1. That the above recitations are true.
2. That City Council accepts the recommendation of staff and finds Advanced Call Processing Inc. to be the lowest most responsive and responsible bidder who met the City's proposal specifications.
3. That the City Council is authorized to approve on behalf of the City, the proposal award with Advanced Call Processing Inc. for a Call Center and Integrated Voice Response Solution for Utility Billing Division.