

Request for Legislation

Authorizing the Director of Public Utilities to employ one or more professional consultants to support, monitor, manage, and maintain the VoIP system, the Call Center systems, and web portal services and applications, for the Division of Water, Department of Public Utilities, for a period of one year, with four additional one-year options to renew, the third of which is exercisable through additional legislative authority

Background/Purpose:

DPU utilizes consultants to supplement current staff to provide professional services and related equipment and appliances for its VoIP, Call Center and web portal systems and applications. These telecommunication systems are important components for DPU Contact Call Center operations and consists of the following:

- Cisco Unified Communications Call Control Platform V11.0
- Cisco Unity Messaging System V11.0
- Cisco Expressways
- Multiple Voice Gateways at various locations
- Voice and Video Endpoints
- Cisco Packaged Contact Center Enterprise V11.0
- Cisco Emergency Responder V11.5
- Nuance Voice Recognition and Text to Speech System
- Calabrio One Complete Suite with Call and Screen Recording Workforce Management and Analytics
- Acqueon Dialer Campaign Management System
- InteleVue Wallboard System.
- DPU customer portals

The consultant or consultants will assist DPU in providing support to resolve complex issues, along with proactive maintenance and system monitoring. Consultant(s) will support multiple environments and applications that are related to VoIP, Contact Center and web services.

This ordinance will allow DPU to source providers for this type of service and execute a contract or contracts with the most qualified firm(s) once it is identified. DPU will competitively bid these services.

Scope of Work/Commodities/Services:

To enter into one or more contracts to provide professional services related to DPU-IT's VoIP, Contact Center and web services systems and any other related services needed to support the functionality of these systems.

Justification/Urgency:

Contract will need to be in place by Q2 2020 to ensure adequate support of these systems.

Anticipated Costs and funding source:

Funds for the first year will be covered from the general operating funds from CWD.

Appropriations will be made annually from free balance for years 2, 3, 4 and 5. Estimated cost for the first year is \$460,000.

CSB Participation

The CSB Goal for this contract will be 10%.

Schedule or Term of Contract:

Legislation is to lead to contracts for a period of one year, with four additional one-year options to renew, the third of which is exercisable through additional legislative authority

Previous/Current Contract(s):

N/A