



CITY OF GLENDALE

Council Communication

Business-Voting Agenda

05/10/2005
Item No. 10

TO: Honorable Mayor and City Council

FROM: Ed Beasley, City Manager
PREPARED BY: Charles Murphy, CITO
Kenneth Arnold, IT Project Manager

SUBJECT: **E-GOVERNMENT SERVICES CONTRACT**

Purpose

This is a request for City Council to award a contract to Tele-Works, Inc. for Integrated Voice Response (IGR) / Integrated Web Response (IWR) E-Government services for the city.

Council Policies Or Goals Addressed

The collective capabilities in the proposed technology purchase can substantially address the following strategic priorities:

- Leveraging technology for efficiency and convenience
- Increasing citizen involvement with government
- Coordinating exceptional service delivery
- Enhancing the quality of life for Glendale residents.

Background

Three proposals were received in response to the city's Request For Proposal 04-43 for IVR/IWR E-Services. A multi-departmental team including Information Technology, Finance, Field Operations, and Utilities performed an extensive review and evaluation of vendor products and proposals including several online product demonstrations, and selected Tele-Works as the most qualified vendor to provide the city's E-Government services products and solutions.

The contract shall begin upon approval by the City Council and continue for one year. The proposal specifications contain an option clause that will allow the city, at the discretion of the City Manager, to extend this agreement for four additional years in one-year increments.

Previous Council/Staff Actions

On April 26, 2005, Council provided direction to move forward with a FY05-06 budget supplemental for redesigning the city's website and for adding enterprise E-Services to the website and telephone business channels. The E-Services budget request submitted for Council's review came from the Tele-Works offer. In order to meet the Council's fall timetable for completion of this redesign, staff is asking to award the contract now.

Community Benefit

- *Interactive Voice and Web Response Systems:* citizens can access city information more easily and efficiently based on their needs; information will be easier to find and services easier to complete; citizens get 24x7 service in many areas of the city's services; channels of communication (Phone, Web/PC, TDD/TTY - hearing impaired, Fax, Cell Phone, PDA, etc.) with citizens are enhanced.
- *First Responder Notification System:* Allows the city to provide emergency information over telephone lines, plus optional fax, email, TTY/TDD (based on the number of available ports); it provides non-emergency notifications on practically any city topic, and can be based on a subscription basis from citizens/businesses through SelectAlert, including Council/constituent interactions; the city can announce emergencies or routine information easily, notify customers of service interruptions, conduct automated and interactive broadcasts, and poll the public on issues and tally the results.
- *Electronic Payments Module:* any city department that collects fees can use this technology to accept credit card, check card, and e-check payments over the phone and/or over the web 24x7; works with the city's financial services providers.
- *Reporting/Tracking capabilities:* both the phone and web interactive systems create logs and allow reporting of city statistics within the systems.
- *Automated Citizen Information Services (ACIS):* provides an organized and searchable phone and web-based citywide information system for 24x7 services, contacts, and consistent daily information.
- *Utility Billing Module:* can accept e-payments over phone, web, and other devices for city water bills and related services and provide basic account status to citizens 24x7.
- *Business Sales Tax and License module:* can accept e-payments over phone, web, and other devices for city business sales taxes and license fees and provide basic account status to businesses 24x7.
- *Basic Permits and Inspections Services:* can accept e-payments for basic city permits over phone, web, and other devices and schedule and review inspections, conduct surveys, and other services with the city 24x7.

- *Parks & Recreation Module:* can register for classes, reserve facilities and equipment, receive confirmations via dynamic fax-back, collect payments, announce events, and conduct surveys over phone, web, and other devices 24x7.
- *Courts Module:* can integrate with a variety of information and fee collection services from the Courts system, including paying citations over the phone, web, or other devices 24x7.
- *Public Safety Module:* can schedule inspections, issues permits and licenses, track violations, provide police reports, conduct surveys, etc. and collect fees over the phone, web, and other devices 24x7.
- *Multilingual capabilities:* Both the phone and web interactive systems can support multiple languages; notably Spanish language-based information and services can be provided; both systems also are fully ADA compliant and support information and services for the hearing-impaired.

Public Input

Requests for online billing and other fee payments have been received from citizens and businesses. Requests for easier access to city information have also been received from citizens directly and through Mayor's Office and Council Office.

Budget Impacts & Costs

The funding for this contract is available as follows:

50-8050-8320, Utility Billing System Replacement	\$150,000
01-2310-7200, Information Technology	\$438,569

The \$438,569 is the one-time component of the FY05-06 supplemental request for the redesign of the city website. Council provided direction to proceed with this supplemental request at the April 26, 2005 budget workshop.

Recommendation

Award the contract for E-Services software modules, IVR software and hardware, and related services to Tele-Works, Inc. in an amount not to exceed \$452,207.



Ed Beasley
City Manager



TABULATION
Materials Management
Request For Proposal 04-43
IWR-IVR

<i>Evaluation Criteria</i>	Tele-Works	First Data Government Solutions	Selectron Tech Inc
Integration, Implementation, Training, Compliance with Specifications Maximum Points: 240	204	166	100
Qualifications, Capabilities, Ease of Use, References Maximum points: 180	164	128	89
Overall Cost Maximum Points: 180	130	107	108
Total Score Maximum Points: 600	498	401	297