




Office of the City Manager

CONSENT CALENDAR

December 17, 2013

To: Honorable Mayor and Members of the City Council

From:  Christine Daniel, City Manager

Submitted by: Andrew Clough, Director, Public Works

Subject: Contract No. 7441B Amendment: Direct Line Tele Response for After Hours Answering Service

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend the contract with Direct Line Tele Response for after-hours answering services for the City of Berkeley, increasing the amount by \$12,000 for a new total not to exceed \$107,000 and extending the termination date 6 months from December 31, 2013 to June 30, 2014.

FISCAL IMPACTS OF RECOMMENDATION

Direct Line Tele Response (Direct Line) is a service that answers and dispatches resident calls to staff in Public Works, and Parks, Recreation & Waterfront (PRW). Funding will come from these departments and their respective divisions.

Original contract amount	\$15,000
Previous contract amendment.....	\$80,000
Current contract amendment	\$12,000
Amended contract NTE amount	\$107,000

Funding for this amendment will be paid from various Funds based on use of services:

- Equipment Maintenance Fund
- Sanitary Sewer Fund
- Refuse Fund
- Street Light Assessment
- Building Maintenance
- Building Management
- Parking Meter Fund
- Parks Tax
- Refuse Fund

The CMS number for this contract amendment is CMS No. V8VFH.

CURRENT SITUATION AND ITS EFFECTS

The City provides 24-hour maintenance services for Streets, Electrical, Equipment, Traffic, Forestry, Landscaping and Parks in the Public Works and PRW Departments, as well as the Departmental Operations Center (DOC) during declared emergencies.

After normal business hours, including weekends, residents continue to call the City's customer service hot line to report urgent requests such as sewer problems, flooding, fallen tree limbs, and broken traffic signals. During these hours, calls are answered by the City's answering service, which has trained staff to receive, listen, respond, dispatch and report these urgent requests to City crews.

BACKGROUND

The contract with Direct Line was executed in October 2007 (Resolution No. 63,821-N.S.) for a 1-year term, and an amount not to exceed \$15,000. The contract was amended in 2009, extending the termination date to June 30, 2012 for a total amount not to exceed \$95,000; and later extended under City Manager authorization until December 31, 2013.

RATIONALE FOR RECOMMENDATION

The City issued a Request for Proposals (RFP) for after-hours service calls in 2013. However, the scope of services changed to require using Lagan (customer service tracking software) and Accela (the new asset management system) for recording and reporting service and emergency requests, and the RFP was cancelled and scheduled to be re-issued in 2014.

ALTERNATIVE ACTIONS CONSIDERED

None at this time.

CONTACT PERSON

Kem Loong, Public Works Superintendent, Public Works, 981-6479

Attachments:

1. Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 7441B AMENDMENT: DIRECT LINE TELE RESPONSE FOR AFTER HOURS ANSWERING SERVICE

WHEREAS, the City provides 24-hour maintenance service for City residents, and the City is not staffed to answer and dispatch calls after normal business hours; and

WHEREAS, after normal business hours, an answering service responds to urgent calls and community requests for City services from Public Works, and Parks, Recreation & Waterfront crews; and

WHEREAS, Direct Line Tele Response, a local company, is the current after-hours answering service, and costs for this service are shared by different funds in the Public Works, and Parks, Recreation & Waterfront Departments; and

WHEREAS, this contract amendment will be funded by Funds related to the specific services provided, and has been entered into the City's contract database and assigned CMS No. V8VFH.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to extend Contract No. 7441B with Direct Line Tele Response for after-hours answering services to June 30, 2014 and increase the amount by \$12,000 for a total not to exceed \$107,000.

