



Office of the City Manager

CONSENT CALENDAR  
September 11, 2007

To: Honorable Mayor and  
Members of the City Council

From: *PK* Phil Kamlarz, City Manager

Submitted by: Claudette Ford, Director, Public Works

Subject: Contract: Direct Line Tele Response for After Hours Answering Service

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract and any amendments with Direct Line Tele Response for after hours answering services for the Corporation Yard in an amount not to exceed \$15,000 for the period October 1, 2007 through June 30, 2008, with an option to extend the contract for four years to June 30, 2012 for a total amount not to exceed \$95,000.

FISCAL IMPACTS OF RECOMMENDATION

Direct Line is an answering service that answers and dispatches resident calls to divisions in the Public Works and Parks, Recreation, and Waterfront Departments located at the Corporation Yard. Funding is available in FY 2008 for the first nine months of the contract in the following accounts:

Equipment Maintenance Fund	865-5405-410-3038	\$ 7,500
Parks Tax Fund	450-5408-410-3038	\$ 2,250
Sanitary Sewer Fund	830-5408-410-3038	\$ 3,000
Street Light Assessment Fund	470-5408-410-3038	<u>\$ 2,250</u>
		\$15,000

Beginning FY 2009 through FY 2012, charges not to exceed \$20,000 each year will be paid proportionately from the accounts listed above contingent on funding available. The total amount of this contract will not exceed \$95,000.

CURRENT SITUATION AND ITS EFFECTS

Direct Line has been answering after hour and weekend phone calls since 1989. Corporation Yard staff has been quite satisfied with the service received from this local business, and has seen improvements in their service over the years.

Corporation Yard staff concluded that Direct Line, of the four bids received in response to a request for proposal, was determined to be able to provide the best service.

BACKGROUND

The Corporation Yard contains 24-hour maintenance services for the Streets, Electrical, Equipment, Traffic, Forestry, and Landscaping/Parks divisions of the Public Works and Parks, Recreation and Waterfront Departments, as well as the Departmental Operation Center during declared emergencies.

After normal business hours, including weekends, residents continue to call our customer service hot line to report urgent problems such as sewer leaks, floods, fallen tree limbs, broken traffic lights, etc. These calls are forwarded to our answering service that has trained its staff to receive, listen, respond, dispatch and report these urgent requests and in turn dispatch these after-hour calls to our crews.

Direct Line has been answering calls for the Corporation Yard after business hours since 1989. They are located in Berkeley and have met with Corporation Yard staff whenever there were any questions and to apprise us of new procedures.

RATIONALE FOR RECOMMENDATION

The City does not have the staff to remain on duty after normal business hours.

ALTERNATIVE ACTIONS CONSIDERED

None.

CONTACT PERSON

Kathy Jones, Senior Management Analyst, Public Works, 981-6465

Attachments:

1: Resolution

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

CONTRACT: DIRECT LINE TELE RESPONSE FOR AFTER HOURS ANSWERING SERVICE

WHEREAS, the Corporation Yard contains 24-hour maintenance service for Berkeley residents and businesses; and

WHEREAS, after normal business hours, the City needs an answering service to dispatch Public Works and Parks, Recreation and Waterfront Department crews for emergency repairs; and

WHEREAS, the City is not staffed to answer and dispatch calls after normal business hours; and

WHEREAS, Direct Line Tele Response, a local company, competed for the contract through the request for proposals process with several out-of-state answering services and was found to be the best fit for Corporation Yard requirements; and

WHEREAS, the contract will be for an amount not to exceed \$15,000 for the period October 1, 2007 through June 30, 2008, and will have an option to extend the contract for four years to June 30, 2012 for a total amount not to exceed \$95,000; and

WHEREAS, costs for this service for FY 2008 will be shared by different funds in the Public Works and Parks, Recreation and Waterfront Departments; the amount to be paid out of the following funds and budget codes during FY 2008: \$7,500 from the Equipment Maintenance Fund (865-5405-410-3038); \$2,250 from the Parks Fund (450-5408-410-3038); \$3,000 from the Sanitary Sewer Fund (830-5408-410-3038); and \$2,250 from the Street Light Assessment Fund (470-5408-410-3038) for the period of October 1, 2007 through June 30, 2008 with the total cost not to exceed \$15,000; and

WHEREAS, the option to extend the contract for four years to June 30, 2012 for a total amount not to exceed \$95,000 will be paid from available funds in the Public Works Department and Parks, Recreation and Waterfront Department budget allocations.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is hereby authorized to execute a contract and any amendments with Direct Line Tele Response for after hours answering services for the Corporation Yard in an amount not to exceed \$15,000 for the period October 1, 2007 through June 30, 2008, with an option to extend the contract for four years to June 30, 2012 for a total amount not to exceed \$95,000.

