



Legislation Text

File #: 20-0362, **Version:** 1

Purchase of an Automatic Call Distribution/Interactive Voice Response (ACD/IVR) System (Replacement/Lifecycle Upgrade) for various City Departments as requested by the Innovation and Technology Department **(Citywide)**

The current Automatic Call Distribution and Interactive Voice Response software version/hardware/operating system is at end of life. This system is used to automatically route calls that come into the City during and after business hours for multiple department service areas. The system also provides 24/7 automated payment, scheduling and information options for Utilities, Municipal Court, and Development and Sustainability.

The Innovation and Technology Department and Purchasing recommend authorizing the purchase with the sole source vendor, Aspect Software, Inc.; and using State of Arizona cooperative agreements with CDWG; and iT1 Source; at \$346,000.