

AGENDA MEMO

CITY COUNCIL MEETING DATE: June 2, 2010

DEPARTMENT: FINANCE AND BUSINESS SERVICES

ITEM DESCRIPTION: CONTRACT NO. 100051-CW Interactive Voice Response and Interactive Web Response Software Licensing and Associated Services

This contract will provide software and services for an Interactive Voice Response (IVR) and an Interactive Web Response (IWR) solution.

The scope of the project includes project planning, data collection, application development, testing, integration, acceptance testing, installation, final acceptance, implementation, training, annual support and maintenance and hardware for the IVR and IWR.

The Municipal Court went live with a new Court management System in November 2009. The IVW/IWR will allow them to automate activities that are currently performed manually and increase the level of customer service available to the public for completing transactions successfully. These activities include:

- Allow defendants to access case information to include court dates and fines owed.
- Allow defendants to enter a plea.
- Provide payment history to callers.
- Provide warrant options.
- Provide option for defendant to pay fines owed by credit or debit card.
- Allow customers to request a fax or email with information requested.
- Provide Spanish language options for phone and Web site.
- Allow Court data on caller to populate in a screen pop-up for the Court staff; thereby reducing time in gathering information from callers.
- Allow defendants to schedule court appearances.
- Allow defendants to schedule classes/schools.
- Allow attorneys to enter pleas on behalf of clients.
- Provide case information to attorneys or bondsment
- Provide attorney information on-line.
- Automatically notify defendants of their court date, time, and location of appearance.
- Automatically send payment reminders to defendants.
- Automatically notify defendants when an arrest warrant has been issued.
- Automatically send reminders of class(es) scheduled to defendants.

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The Development Services Departments currently have an IVR that is outdated and its technology will no longer be supported as of December 31, 2010. The existing IVR is limited to inspection scheduling and payments. The requested IVR/IWR will allow multiple departments to perform a variety of functions via telephone and websites. The following activities are currently available through our existing IVR and will be maintained:

- Schedule inspections and notify customer of inspector's name.
- Obtain inspection results.
- Notify customers when prerequisite inspections are required.
- Limit scheduling of inspections based on inspectors' daily capacity.
- Provide "shopping cart" functionality for developers who want to make multiple payments.
- Allow subcontractors access to scheduled inspection information.
- Add new street names to IVR.
- Determine inspection groups.

The following activities represent new functionality for Development Services:

- Post inspection results.
- Provide details for failed or partial-passed inspections.
- Allow customers to make partial payments and payments on project fees via credit or debit cards (current functionality only allows full payment on inspections).
- Allow customers to schedule same-day inspections and notify customer of additional fees.
- Allowing customers to request automated fax or email regarding scheduled inspections.
- Provide an email link for customers to contact the City.
- Allow customers to make credit card payments via the Web site (this functionality does not currently exist).
- Automatically send a notification to customers when a permit is expired, when a permit is ready to be issued, when a next day inspection is scheduled.
- Automatically notify customers of the inspector assigned to permits and their contact information.
- Verify inspection availability.