

025253

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Introduced by Boffaloe

First Reading 1-17-23

Second Reading 2-6-23

Ordinance No. 025253

Council Bill No. B13-23

**AN ORDINANCE**

authorizing Amendment No. 1 to the software subscription contract with Milsoft Utility Solutions, Inc. for implementation and hosting services for an Interactive Voice Response (IVR) system to manage incoming electrical and outage reports via phone call from City Water and Light customers; and fixing the time when this ordinance shall become effective.

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF COLUMBIA, MISSOURI, AS FOLLOWS:

SECTION 1. The City Manager is hereby authorized to execute Amendment No. 1 to the software subscription contract with Milsoft Utility Solutions, Inc. for implementation and hosting services for an Interactive Voice Response (IVR) system to manage incoming electrical and outage reports via phone call from City Water and Light customers. The form and content of the contract shall be substantially as set forth in "Attachment A" attached hereto and made a part hereof.

SECTION 2. This ordinance shall be in full force and effect from and after its passage.

PASSED this 6th day of February, 2023.

ATTEST:

[Signature]  
City Clerk

[Signature: Barbara Boffaloe]  
Mayor and Presiding Officer

APPROVED AS TO FORM:

[Signature]  
City Counselor