City of Columbia

701 East Broadway, Columbia, Missouri 65201

Department Source: City Utilities - Water and Light
To: City Council
From: City Manager & Staff
Council Meeting Date: December 4, 2017
Re: Software Subscription Contract with Milsoft Utility Solutions, Inc.

Executive Summary

Staff has prepared for Council consideration an ordinance authorizing the City Manager to execute a software subscription contract with Milsoft Utility Solutions, Inc of Abiline, TX for the implementation and hosting services for an Interactive Voice Response (IVR) system to manage incoming electrical outage reports via phone call. The hosted IVR system will cost $40,236 for implementation, cost $2,076 for the monthly subscription, have 24 lines of phone access and have a $.05 per call charge. The average number of calls per year for the past three years has been 2,943 for an estimated charge of $148 per year. The term of this agreement is for three years with automatic one year renewals.

Discussion

In July of 2017, Water and Light released a request for proposals through the Purchasing Division to replace the City of Columbia's aging IVR system. Milsoft Utility Solutions, Inc. has been chosen to provide a hosted Interactive Voice Response (IVR) system. This system is located on high availability remote servers and in the event of a loss of power or communications to City buildings the hosted IVR will still be capable of taking calls from Water and Light customers. The IVR will accept calls from the "No water, No lights?" (573.875.2555) phone number in order to enable customers to report electrical outages. The IVR is capable of receiving up to 24 simultaneous phone calls, with overflow capability in high use times.

The IVR will automatically log customer outage calls to the City's new Outage Management System (OMS) for verification and restoration by electric utility personnel. In the event that the IVR receives inquiries about billing or other customer service related phone calls, the call will be routed to the appropriate customer service personnel. In the future, water outages are planned to be able utilize this IVR once a water outage management system can be created.

The existing IVR was implemented in the early 2000s and is installed on a non-redundant aging piece of hardware in the Water and Light offices on Business Loop 70. The current IVR is only capable of receiving 12 calls at a time due to a limit in the number of available phone lines in the area, with no overflow capability. The existing IVR costs $950 a month in maintenance fees.

The new 24 line hosted IVR system by Milsoft will cost $40,236 for implementation with a monthly subscription cost of $2,076. There is a $.05 per call charge with an average number of calls per year for the past three years of 2943 for an estimated charge of $148 per year.

The term of this agreement is for three years with automatic one year renewals. Funds for this project have been appropriated to existing Capital Improvement Project #E0200, Distribution Automation.

Fiscal Impact

Short-Term Impact: $67,556. $40,236 for implementation, a monthly subscription cost of $2,076, an estimated charge of $148 per year for call charges, less $950 a month in current monthly maintenance fees. Funds for this project have been appropriated to existing Capital Improvement Project #E0200, Distribution Automation.
Long-Term Impact: $2,076 monthly for maintenance and subscription fees plus a $.05 per call charge.

Strategic & Comprehensive Plan Impacts

Strategic Plan Impacts:
Primary Impact: Infrastructure, Secondary Impact: Operational Excellence, Tertiary Impact: Not Applicable

Comprehensive Plan Impacts:
Primary Impact: Infrastructure, Secondary Impact: Mobility, Connectivity, and Accessibility, Tertiary Impact: Not Applicable

Legislative History

Date	Action

Suggested Council Action

Authorize the City Manager to execute the software subscription contract with Milsoft Utility Solutions, Inc. for IVR Hosted System.