



Department Source: City Utilities - Water and Light

To: City Council

From: City Manager & Staff

Council Meeting Date: January 17, 2023

Re: Authorizing an Amendment No. 1 to the Interactive Voice Response Software Subscription Agreement with Milsoft Utility Solutions, Inc.

Executive Summary

Staff has prepared for Council consideration an ordinance authorizing the City Manager to execute an amendment to software subscription contract with Milsoft Utility Solutions for the hosting services for an Interactive Voice Response (IVR) system to manage incoming electrical outage reports via phone call.

Discussion

Milsoft Utility Solutions, Inc. has been providing a hosted Interactive Voice Response (IVR) system since 2018. 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 is capable of continuing to take calls from utility customers. The Milsoft IVR is capable of receiving up to 24 simultaneous phone calls, with overflow capability in high use times. This amendment will change the subscription terms referencing the call charges billed from \$0.05 per call to \$0.05 per minute. It is estimated that this change in terms will increase the IVR subscription costs by \$45.00 per month. All other terms and provisions of the original agreement will remain in full force and effect for both parties.

Fiscal Impact

Short-Term Impact: The costs of this amendment are anticipated to increase the costs of this subscription agreement by \$540.00 annually.

Long-Term Impact: The costs of this amendment are anticipated to increase the costs of this subscription agreement by \$540.00 annually.

Vision & Strategic Plan Impact

[Strategic Plan Impacts:](#)

Primary Impact: Reliable Infrastructure, Secondary Impact: Organizational Excellence, Tertiary Impact: Not Applicable

[Comprehensive Plan Impacts:](#)

Primary Impact: Infrastructure, Secondary Impact: Not applicable, Tertiary Impact: Not Applicable



City of Columbia

701 East Broadway, Columbia, Missouri 65201

Legislative History

Date	Action
12/04/2017	B370-17 Authorizing a software subscription agreement 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

Suggested Council Action

Approval of the ordinance.