

STAFF REPORT REGULAR MEETING

AGENDA DATE: August 6, 2024

DEPARTMENT: Electric Utility

TITLE:

Agreement for Call Center Support Services with Cerida Investment Corp. (dba "AnswerNet")

SUMMARY:

The Service Agreement authorizes Cerida Investment Corp. (dba "AnswerNet") to provide Utility Call Center Support Services to the City of Lake Worth Beach for a term of 3 years with possibility of extension for additional two (2), one (1) year renewal terms.

BACKGROUND AND JUSTIFICATION:

The City issued a Request for Proposals (RFP 24-206) to qualified and experienced call centers to provide call center support services for City's electric, water, sewer, and refuse functions. The functions that are required include but are not limited to: hosting multi-level auto attendant menu, restoration of service, outbound calls, verification of after-hours payments and creation of work orders to reconnect service.

There were five (5) vendors that submitted bids and after evaluation it was determined that AnswerNet scored the highest. The agreed rate is as follows: Customer Support calls: \$6.57 per call, Outage reporting calls: \$4.77 per call. Additionally:

- One time Set up Fee: \$1,600.00
- Implementation: \$400.00 One Time Charge (includes 4 hours, additional Hours if needed \$100.00 per Hour
- Training: One Time Charge includes 60 hours (30 agents, 2 hours per agent). Additional Hours: \$20.00 Per Hour
- Total Annual projected cost: \$450,000

MOTION:

Move to approve/disapprove the Agreement with Cerida Investment Corp. dba AnswerNet to provide call center support services for the City's Utility services.

ATTACHMENT(S):

Fiscal Impact Analysis
Cerida Investment Corp dba AnswerNet Vendor signed Agreement
Bid Tab

FISCAL IMPACT ANALYSIS

Five Year Summary of Fiscal Impact:

Fiscal Years	2024	2025	2026	2027	2028
Inflows/Revenues					
Appropriated (Budgeted)	0	0	0	0	0
Program Income	0	0	0	0	0
Grants	0	0	0	0	0
In Kind	0	0	0	0	0
Outflows/Expenditures					
Appropriated (Budgeted)	0		0	0	0
Operating	0	0	0	0	0
Capital	0	0	0	0	0
Net Fiscal Impact <i>(If not budgeted)</i>	0	\$450,000	\$450,000	\$450,000	\$450,000
No. of Addn'l Full-Time Employee Positions	0	0	0	0	0

New Appropriation (Not Budgeted) Fiscal Impact:		
	Revenue Source	Expenditure
Department		Electric Utility
Division		Customer Service
GL Description		Contractual Services/Other Contractual Service
GL Account Number		401-1240-513.34-50
Project Number		N/A
Requested Funds		\$450,000
Remaining Balance		N/A