

**ROCHELLE CITY COUNCIL
AGENDA ITEM MEMO
REGULAR MEETING**

SUBJECT: An Ordinance Waiving Competitive Bidding Requirements And Accepting The Proposal from Daupler Inc.

Staff Contact: Blake Toliver Superintendent of Electric Operations

Summary: The City of Rochelle has used CRC as an after-hours call center for multiple years. We have navigated challenges with the call center over the past several years with little improvement. Several weeks ago, we were not notified of an outage until over 2 hours after it had begun. Thankfully due to other reporting systems the outage was addressed long before being notified by CRC. This behavior is unacceptable for our customers and employees. This could potentially put us in jeopardy if the situation is an emergency and our crews are not being notified. Due to the nature of this issue, we are asking to waive competitive bidding to switch call services immediately. Daupler uses state of the art AI calling and will also allow our customers to communicate via text message. This will also allow the customers to send pictures of an issue which could potentially lead to less truck rolls. Our customers can also select to talk to a person as well. The contract would be a one-year contract which will allow us to evaluate other solutions and determine if Daupler is meeting our expectations. Daupler has given us a list of references that have all been more than satisfied with their solution.

Funding Sources:

Source:	Budgeted Amount:	Proposed Expenditure:
Multiple Departments		\$52,150

Strategic Plan Goal Application: CORE Service Delivery

Recommendation: Approve an Ordinance Waiving Competitive Bidding Requirements And Accepting the Proposal from Daupler Inc. in the amount of \$52,150