



## CITY COUNCIL AGENDA ITEM

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**SUBJECT: Call Center Services Amendment**

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**AGENDA SECTION:** *(check all that apply)*

- ☐ PRESENTATION    ☐ PUBLIC HEARING    ☐ CONSENT AGENDA    ☐ OLD BUSINESS  
☒ NEW BUSINESS    ☐ OTHER, PLEASE STATE: [Click or tap here to enter text.](#)
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**CATEGORY:** *(check all that apply)*

- ☐ ORDINANCE    ☐ RESOLUTION    ☒ CONTRACT    ☐ POLICY    ☐ STATUS REPORT  
☐ OTHER, PLEASE STATE: [Click or tap here to enter text.](#)
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**ACTION REQUESTED:** ☒ DECISION    ☐ DISCUSSION,    ☐ REVIEW, or    ☐ UPDATE ONLY

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**Previously Heard Date(s):** [Click or tap here to enter text.](#) & [Click or tap here to enter text.](#)

**Current Work Session:** [Click or tap to enter a date.](#)

**Current Council Meeting:** Monday, September 12, 2022

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**SUBMITTED BY:** Gia Scruggs on Behalf of City Manager's Office

**PRESENTER:** Gia Scruggs

**PURPOSE:** .The City Manager entered into a contract with Cleartrack HR to provide call center services on January 24, 2022. This was intended to be a short term solution until the City Manager's office determine the appropriate staffing or outsourced solution to manage this function. The original agreement was within the City Manager's signature threshold of \$25,000. As of August 30, 2022, the agreement amount spent was \$27,365.75 which exceeds the \$25,000 purchasing threshold authority of the City Manager. The City Manager's office recently identified Citibot and the use of a receptionist as a viable solution for a call center. As a result, Cleartrack HR has been issued the required 90 day notice, according to the terms of the agreement to end services. The Finance Department is requesting increase the total funding from \$25,000 to an amount not to exceed \$50,000, so that the transition/implementation period between vendors will allow for authorized payment to this vendor. The funding from this item is General Operations – Professional Services.

**FACTS:** [Click or tap here to enter text.](#)



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**OPTIONS:** Approve, Deny, Defer [Click or tap here to enter text.](#)

**RECOMMENDED ACTION:** Approve

**ATTACHMENTS:**

- (1) Attachment 1 - [Click or tap here to enter text.](#)
- (2) Attachment 2 - [Click or tap here to enter text.](#)
- (3) Attachment 3 - [Click or tap here to enter text.](#)
- (4) Attachment 4 - [Click or tap here to enter text.](#)
- (5) Attachment 5 - [Click or tap here to enter text.](#)