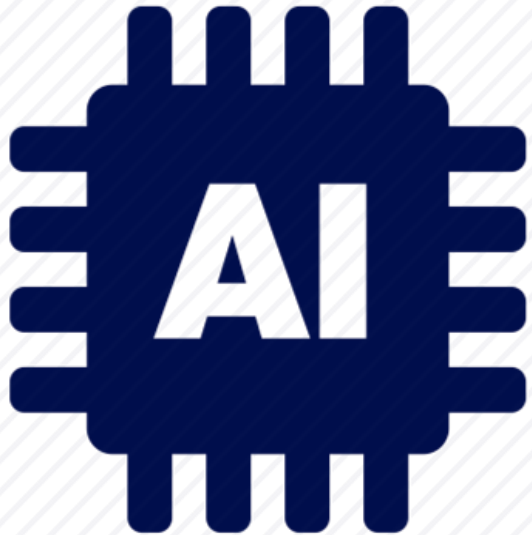


## Professional Call Center Answering and Informational Service

*RFP-353-26-JJ*

Joann Hussey, Director  
Office of Communications,  
Marketing & Economic Development



# Strategic Plan Focus Area: Communications & Civic Engagement

GOAL: Facilitate two-way communication between the City and the people it serves

GOAL: Enhance public access to information

## STRATEGIC FOCUS AREAS

Where we are committed to seizing growth opportunities



**COMMUNICATIONS AND CIVIC ENGAGEMENT**



**INFRASTRUCTURE AND FACILITIES**



**ECONOMIC VITALITY**



**PUBLIC SAFETY**



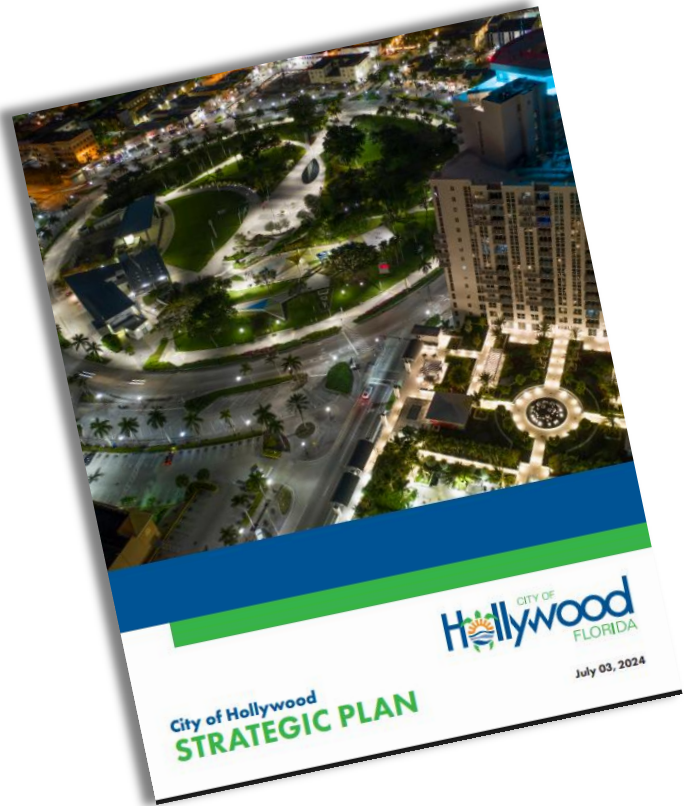
**EMPLOYEE DEVELOPMENT AND EMPOWERMENT**



**QUALITY OF LIFE AND STRONG NEIGHBORHOODS**



**FINANCIAL MANAGEMENT AND ADMINISTRATION**



**CUSTOMERS ARE OUR #1 PRIORITY**

# Professional Call Center Answering and Informational Services

Call Answering  
& Routing

Information  
& Assistance

Request for  
Service Entry  
into CRM

Assist with  
Self-Help  
Options

Payment  
Processing

Documentation  
& Analytics

# Professional Call Center Answering and Informational Services

Firm  
Qualification  
& Experience

Organizational  
Profile &  
Project Team  
Qualifications

Approach &  
Methodology

Project  
Implementation

Cost  
Proposal

References

# Professional Call Center Answering and Informational Services

26 firms responded. Final rankings:

1. 22nd Century Technologies, Inc. – 10pts
2. Datamark – 12 pts
3. Direct Interactions, Inc. – 15 pts
4. Daupler – 17 pts
5. Tech Mahindra Americas Inc. – 21 pts

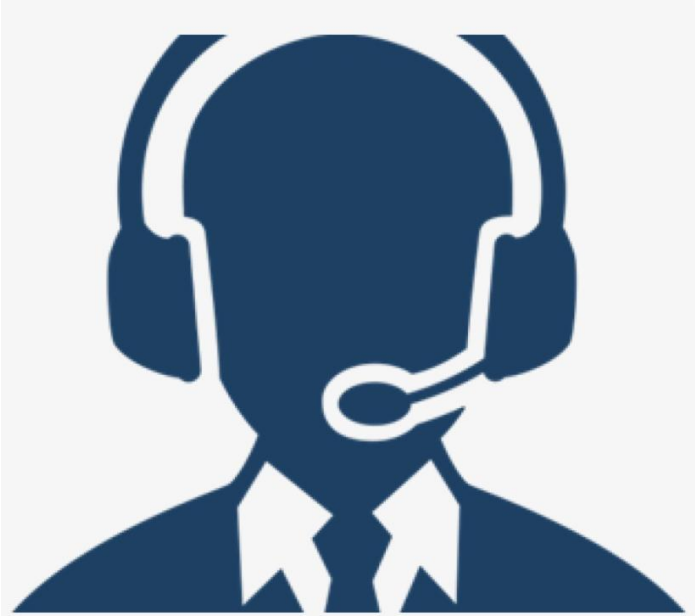
# Professional Call Center Answering and Informational Services

- Negotiation & Contract Finalization
- Initiate functional design phase
- Return to Commission for integration cost approvals

**RFP-353-26-JJ**

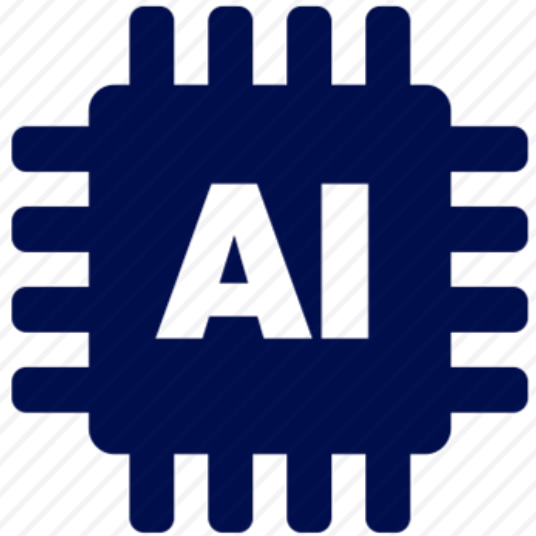
Citywide Professional  
Answering and  
Informational  
Services





**Professional Call Center Answering  
and Informational Service**

*RFP-353-26-JJ*



**QUESTIONS?**