



Office of the City Manager

CONSENT CALENDAR  
October 27, 2020

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Liam Garland, Director, Department of Public Works

Subject: Contract No. 102354-1 Amendment: Direct Line Tele Response for Citywide After-Hours Answering Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute an amendment for up to \$150,000 to Contract No. 102354-1 with Direct Line Tele Response to provide continued customer service support after normal business hours, on weekends and holidays, for a total contract amount not to exceed \$432,750, and extending the contract term through December 31, 2022.

FISCAL IMPACTS OF RECOMMENDATION

The annual estimated expenditure is \$50,000 but this amount may increase depending upon call volume and emergency situations. Funding is part of the baseline budget from the various budget funds and amounts listed below:

Fund	Fund No.	Amount
Information Technology	680	\$30,000
Parks, Recreation and Waterfront	138	\$3,000
Measure B Local Street & Road	130	\$1,000
Sanitary Sewer	611	\$8,000
Unified Program (CUPA)	622	\$1,000
Building and Safety	622	\$1,000
Environmental Health	611	\$1,000
Zero Waste – Clean City Division	601	\$2,000
Building Purchases/Management	636	\$1,500
Building Maintenance	673	\$1,500
Clean Storm Water	616	\$500
Equipment Maintenance	672	\$500
Parking Meter	631	\$500
<b>Estimated Annual Expenditures</b>		<b>\$50,000</b>

Any additional funding will be appropriated through the Annual Appropriations process.

### CURRENT SITUATION AND ITS EFFECTS

Direct Line Tele Response (Direct Line) provides after-hours answering services for Department of Public Works; Parks, Recreation and Waterfront; Department of Planning & Development Toxics Management Division; and Health Housing and Community Services. It also provides daytime coverage to the Information Technology's 311 Customer Service Division when these staff need to attend trainings and key department meetings.

After normal business hours, on weekends, and on holidays, residents and businesses continue to contact the City to report urgent requests such as sewer problems, flooding, fallen tree limbs, broken traffic signals, hazardous material situations, and environmental health issues. Direct Line has trained staff to receive, listen, respond, dispatch and report urgent requests to City crews. With this amendment, the Building and Safety Division of the Planning Department will also be included. In the event of a power outage in Berkeley, they have a backup generator to support their operations. If there is an earthquake or other catastrophic event, they have remote staff in other areas of California, Arizona, and Texas that are able to support our emergency dispatch needs.

### BACKGROUND

The City issued a Request for Proposals in April 2014 and selected Direct Line Tele Response as the most responsive and qualified vendor to meet the needs of its Departments. Direct Line Tele Response is a Berkeley-based business and is familiar with the needs of those departments covered under this contract.

It is not cost effective for the City to provide phone coverage for the urgent calls it receives after normal business hours. The City has been using an answering service to take calls from the public for decades. When Direct Line Tele Response receives a call, it contacts the on-call assigned City staff to respond to the request for service. Non-emergency calls are recorded, and appropriate departments notified by email the next business day.

On May 20, 2014, the City Council authorized the City Manager to enter into a contract with Direct Line Tele Response to provide these services in an amount not to exceed \$75,000 (FUND\$ Contract No. 9674).<sup>1</sup>

On April 1, 2015 the City Manager authorized an amendment to Contract No.9674 to modify the contract scope to provide additional services to the 311 Customer Service Center to allow staff to attend required trainings.

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<sup>1</sup> [https://www.cityofberkeley.info/Clerk/City\\_Council/2014/05\\_May/Documents/2014-05-20\\_Item\\_14\\_Contract\\_Direct\\_Line\\_Tele\\_Response.aspx](https://www.cityofberkeley.info/Clerk/City_Council/2014/05_May/Documents/2014-05-20_Item_14_Contract_Direct_Line_Tele_Response.aspx)

On April 25, 2017, the City Council authorized the City Manager to amend contract No. 9674A with Direct Line Tele Response to provide services to multiple City departments in an amount not to exceed \$150,000.<sup>2</sup>

On September 25, 2018, the City Council authorized the City Manager to amend contract No. 9786B with Direct Line Tele Response to increase the not to exceed amount to \$282,750 and extend the contract term to December 31, 2020.<sup>3</sup>

Contracts have new numbers in erma and the new contract number is 102354-1.

#### ENVIRONMENTAL SUSTAINABILITY

Having an answering service to handle after hours calls allows City staff to respond quickly to hazardous materials spills, sewer problems, or other issues that could be harmful to the environment. In addition, failure to respond in a timely fashion can trigger regulatory fines and penalties.

#### RATIONALE FOR RECOMMENDATION

City staff does not currently have the capacity to provide after hours, weekend, and holiday call answering services. Their services provide the City additional support during wet weather events and emergencies. Direct Line Tele Response has extensive experience and has performed well during the contract term. They continue to upgrade their capacity and are reliable and cost effective.

#### ALTERNATIVE ACTIONS CONSIDERED

None.

#### CONTACT PERSON

Joy Brown, Senior Management Analyst, Public Works (510) 981-6629  
Kathy Cassidy, Manager, Information Technology – 311, (510) 981-2489

Attachment:

1: Resolution

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<sup>2</sup> [https://www.cityofberkeley.info/Clerk/City\\_Council/2017/04\\_Apr/Documents/2017-04-25\\_Item\\_15\\_Contract\\_No\\_9674A.aspx](https://www.cityofberkeley.info/Clerk/City_Council/2017/04_Apr/Documents/2017-04-25_Item_15_Contract_No_9674A.aspx)

<sup>3</sup> [https://www.cityofberkeley.info/Clerk/City\\_Council/2018/09\\_Sep/Documents/2018-09-25\\_Item\\_12\\_Contract\\_No\\_9674B\\_Amendment\\_Direct\\_Line\\_Tele\\_Response.aspx](https://www.cityofberkeley.info/Clerk/City_Council/2018/09_Sep/Documents/2018-09-25_Item_12_Contract_No_9674B_Amendment_Direct_Line_Tele_Response.aspx)

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 9674B AMENDMENT: DIRECT LINE TELE RESPONSE FOR  
AFTER-HOURS ANSWERING SERVICES

WHEREAS, Direct Line Tele Response has provided reliable after-hours answering services during the contract term and has been able to support the 311 Customer Service during occasional required trainings and meetings; and

WHEREAS, in 2014 the City requested proposals for Citywide answering services and Direct Line Tele Response was selected as the most qualified firm to provide these services; and

WHEREAS, on May 20, 2014, by Resolution No. 66-586 N.S., the City Council authorized Contract No. 9674 with Direct Line Tele Response for after-hours answering services, in an amount not to exceed \$75,000 for the period of July 1, 2014 through June 30, 2017; and

WHEREAS, on April 25, 2017, by Resolution No.67,912 N.S., the City Council authorized the City Manager to amend contract No. 9674A with Direct Line Tele Response to provide services to multiple City departments in an amount not to exceed \$150,000; and

WHEREAS, on September 25, 2018, by Resolution No. 68,610 the City Council authorized the City Manager to amend contract No. 9674B with Direct Line Tele Response to provide services to multiple City departments in an amount not to exceed \$282,750; and

WHEREAS, there is an ongoing need for an answering service to answer calls and to dispatch City staff outside routine business hours for Public Works, Parks, Recreation and Waterfront, Health, Housing and Community Services, Department of Planning & Development Toxics Management Division, and for occasional daytime coverage for Information Technology 311 Customer Service Division; and

WHEREAS, City staff does not currently have the capacity to perform the services provided by Direct Line Tele Response; and

WHEREAS, funds have been identified from each of the participating departments and divisions with an estimated annual expenditure of \$50,000 that is provided for in the baseline FY 2021 budget and will be appropriated in future budgets.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute an amendment to Contract No. 9674B with Direct Line Tele Response for on-going after-hours answering services, and for occasional daytime coverage for 311 Customer Service, increasing the contract amount by \$150,000 for a total amount not to exceed \$432,750, and extending the term of the contract to

October 27, 2020

December 31, 2022. A record signature copy of said contract and any amendments to be on file in the City Clerk Department.

