



Office of the City Manager

CONSENT CALENDAR
December 12, 2023

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: LaTanya Bellow, Deputy City Manager; Interim Director, 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 \$200,000 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 \$832,750, and extending the contract term through December 31, 2025.

FISCAL IMPACTS OF RECOMMENDATION

The annual expenditure is typically between \$80,000 and \$87,000 across City departments. Funding for FY 2024 is available in the baseline budget. Additional funding will be made available and appropriated as needed.

Department / Fund	Erma Account Code	Amount
Information Technology	680-35-364-000-0000-000-472-612990-	\$50,000
Parks, Recreation and Waterfront – Park Tax	138-52-541-598-0000-000-461-612990-	\$5,000
Public Works – Parking Meter	631-54-621-654-0000-000-472-612990-	\$1,500
Public Works - Sanitary Sewer	611-54-621-654-0000-000-472-612990-	\$15,000
Public Works – Zero Waste – Clean City	601-54-621-654-0000-000-472-612990-	\$5,000
Public Works – Zero Waste	601-54-627-732-3019-000-472-612990-	\$3,000
Public Works – Clean Stormwater	616-54-621-654-0000-000-472-612990-	\$1,500
Public Works – Equipment Maintenance	672-54-626-722-0000-000-472-612990-	\$1,000
Public Works – State Transportation Tax	127-54-621-654-0000-000-412-612990-	\$1,500
Public Works – Building Management	636-54-624-692-0000-000-472-612990-	\$1,500
Public Works – Building Maintenance	673-54-624-692-0000-000-472-612990-	\$1,500
Planning – Unified Program (CUPA)	622-53-582-601-0000-000-474-632110-	\$500
Total Estimated Annual Amount		\$87,000

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 and Development. It also provides daytime coverage to the Information Technology's 311 Customer Service Division to support staff training and development and allows staff to attend 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 other urgent impacts in the public right of way or to City Facilities. Direct Line has trained staff to receive, listen, respond, dispatch and report urgent requests to City crews. 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.

The Direct Line contract amendment is a Strategic Plan Priority Project, advancing our goal of creating a resilient, safe, connected, and prepared city.

BACKGROUND

The City issued a Request for Proposals in April 2014 and selected Direct Line Tele Response as the most responsive and qualified vendor. Direct Line Tele Response is a Berkeley-based business and is familiar with the needs of those client 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 Berkeley based Direct Line as 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).

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

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.

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.

On October 27, 2020, the City Council authorized the City Manager to amend contract No. 102354-1 with Direct Line Tele Response to increase the not to exceed amount to \$432,750 and extend the contract term to December 31, 2022

On June 28, 2022, the City Council authorized the City Manager to amend Contract No. 102354-1 with Direct Line Tele Response to increase the not to exceed amount to \$632,750 and extend the contract term to December 31, 2024.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

Having an answering service to handle after hours calls allows City staff to respond quickly to a variety of operational needs such as hazardous materials spills, sewer problems, or other issues that could be harmful to the environment. There are no identifiable climate impacts.

RATIONALE FOR RECOMMENDATION

City staff does not currently have the capacity to provide after hours, weekend, and holiday call answering services. Direct Line Tele Response has extensive experience and has performed well during the contract term. Their services provide the City additional support during wet weather events and emergencies. They continue to upgrade their capacity and are reliable and cost effective. A new request for proposals will be issued subsequent to the contract execution with the vendor of the new Community Relationship Management Software and Services.

ALTERNATIVE ACTIONS CONSIDERED

None.

CONTACT PERSON

Joy Brown, Public Works Operations Manager, Public Works, (510) 981-6629
Penelope Cash, Manager, Information Technology- 311, (510) 981-2489

Attachment:
1: Resolution

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

CONTRACT NO. 102354-1 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 Council authorized the City Manager to amend contract No. 9674 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 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, on October 27, 2020, the Council authorized the City Manager to amend contract No. 102354-1 with Direct Line Tele Response to increase the not to exceed amount to \$432,750 and extend the contract term to December 31, 2022; and

WHEREAS, on June 28, 2022, the Council authorized the City Manager to amend Contract No. 102354-1 with Direct Line Tele Response to increase the not to exceed amount to \$632,750 and extend the contract term to December 31, 2024; 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, Department of Planning & Development's Toxics Management Division, and for 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

December 12, 2023

WHEREAS, funds have been identified from each of the participating departments and divisions with an estimated annual expenditure of \$87,500 that is provided for in baseline FY 2024 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. 102354-1 with Direct Line Tele Response for after-hours answering services, and for periodic daytime coverage for 311 Customer Service, increasing the contract amount by \$200,000 for a total amount not to exceed \$832,750 and extending the term of the contract to December 31, 2025.

