



Office of the City Manager

CONSENT CALENDAR  
April 25, 2017

To: Honorable Mayor and Members of the City Council  
From: Dee Williams-Ridley, City Manager  
Submitted by: Phillip L. Harrington, Director, Department of Public Works  
Subject: Contract No. 9674A 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 \$75,000 to Contract No. 9674A 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 \$150,000, and extending the contract term through December 31, 2020.

FISCAL IMPACTS OF RECOMMENDATION

The annual estimated expenditure is \$25,000 but this amount may increase depending upon call volume. Funding is subject to appropriation in the FY 2018 through FY 2021 budgets in various Funds, and for the estimated annual amounts listed below:

Information Technology Fund 010 .....	\$12,000
Parks, Recreation and Waterfront Fund 450 .....	\$3,000
Measure B Local Street & Road Fund 391.....	\$1,000
Sanitary Sewer Fund 830.....	\$2,500
Street Light Assessment Fund 470.....	\$500
Unified Program (CUPA) Fund 845.....	\$1,000
General Fund/Environmental Health Fund 830.....	\$1,000
Zero Waste Fund 820.....	\$500
Building Maintenance Fund 850 .....	\$750
Building Maintenance Fund 866 .....	\$750
Special Gas Tax Improvement Fund 369 .....	\$500
Clean Storm Water Fund 831 .....	\$500
Equipment Maintenance Fund 865 .....	\$500
Parking Meter Fund 840 .....	\$500
Estimated Total Annual Expenditures .....	\$25,000

The contract amendment has been entered into the Contract Management System as CMS No. S4B6Y.

### 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 so they can attend training and key department meetings.

After normal business hours, on weekends and holidays, residents and business owners 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. Additionally, they have emergency power generation and out of state staff that would be able to assist the City in the event of a localized emergency.

### 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 many years. 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 phone or email the next business day.

On May 20, 2014, the 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 (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> <http://bit.ly/2krv4M5>

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.

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. They continue to upgrade their capacity and are reliable and cost effective.

ALTERNATIVE ACTIONS CONSIDERED

None

CONTACT PERSON

Phillip L. Harrington, Director, Department of Public Works (510) 981-6303  
Joy Brown, Environmental Compliance Specialist, Public Works (510) 981-6629  
Kathy Cassidy, Manager, Information Technology – 311, (510) 981-2489

Attachments:

1: Resolution

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

CONTRACT NO. 9674A 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, 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 in the amount of \$75,000 with an estimated annual expenditure of \$25,000 subject to appropriation in the FY 2018 through FY 2021 budgets, and the contract amendment has been entered into the Citywide contract database as CMS No. S4B6Y.

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. 9674A 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 \$75,000 for a total amount not to exceed \$150,000, and extending the term of the contract to December 31, 2020. A record signature copy of said contract and any amendments to be on file in the City Clerk Department.