



City of Detroit Water and Sewerage Department

To: The Board of Water Commissioners
From: Mamata Burgi, Procurement Manager
CC: Director Gary Brown and Chief Executive Officers
Date: 04/03/2019
Re: ZipWire ACD platform improvements within current contract 2905917 / CS-1708

This memo is to kindly inform our BOWC of additional improvements being made to the phone system through the contingency built into the existing contract # 2905917. Please note, DWSD Procurement is not requesting to increase the funds nor that the contract be granted additional time but, instead to please receive & file this communication.

Master Agreement for Technology Services (Fusion contract number 2905917 (CS-1708)) between DWSD and Waterfield Technologies, covers the Call Center phone system "ZIPWIRE". This contract was originally bid out and signed April 2015 for \$450,000. The original end date was April 2017. It was subsequently amended to add \$1,250,000 and 3 years in 2017 and received BOWC and FRC approval in May 2017. The new termination date of the contract thus became April 2020.

Originally, the estimate of phone usage study completed at the time estimated our burn rate to be between \$300,000/yr and \$350,000/yr. A contingency was also build in for additional enhancements given that the new Drainage program and other possible department needs were not 100% known at that time. Over the past 2 years, DWSD's IT team has made several enhancement changes to the system and have been able to avoid charges by the vendor by performing the changes in house.

In fiscal year FY 2019, Customer Service has requested to technology enhancements to the phone system in the areas of call tree redesign, work force management, and e-mail and web chat communication channels. Additional recent requests have also included the ability for the call center to be made functional from alternate work sites in the event of inclement weather or unexpected phone traffic during weekends and holidays to ensure high quality responsiveness to our customer's needs.