

**CITY OF TEMPE
REQUEST FOR COUNCIL ACTION**

**Council Meeting Date: 10/27/2016
Agenda Item: 5B11**

ACTION: Approve a one-year contract renewal with First Data Government Solutions, LP for an interactive voice response/interactive web response system that allows for automated payment processing services.

FISCAL IMPACT: Total cost of this one-year contract renewal will not exceed \$400,000. Sufficient funds have been appropriated in the General Fund – cost center 1831 (Accounting), and the Water/Wastewater Fund – cost center 1841 (Finance: Customer Services), for the anticipated expenditures.

RECOMMENDATION: Approve the renewal of the contract.

BACKGROUND INFORMATION: (IT10-137) City Council originally approved the award of a contract to First Data Government Solutions for an interactive voice response/interactive web response system that allows for automated payment processing services on October 7, 2010 for an initial two-year contract period with five one-year renewal options. This renewal request is for the fifth of five available renewal options.

The contract provides for an interactive voice response/interactive web response (IVR/IWR) automated payment system for the Tempe Municipal Court as well as the Internal Services, Community Services and Police departments.

The IVR/IWR is an automated payment system which allows City of Tempe customers to pay monthly utility charges and other City authorized fees via phone or internet. Additionally, this automated system allows customers the ability to pay their fees after regular business hours.

Contractor Performance

The performance of First Data Government Solutions, LP was rated by City Staff as follows:

Criteria	Meets Contract Requirement	Does NOT meet Contract Requirements
Personnel are responsive, cooperative and available	X	
Overall quality of products or services delivered	X	
Timeliness of performance	X	
Quality of follow-up in resolving complaints or problems	X	
Firm's promptness in submitting accurate invoices	X	

Renewal Cost

There is no price increase associated with the renewal.

ATTACHMENTS: None

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