

RESOLUTION APPROVING A CONTRACT IN THE AMOUNT OF \$870,940 WITH CRG CORPORATION TO PROVIDE A CALL CENTER WITH PERSONNEL TO CONDUCT THE DAILY CALL CENTER ACTIVITIES FOR THE WATER RESOURCES DEPARTMENT

WHEREAS, a Request for Proposals was issued on December 15, 2020 and of the 1 firm that submitted by the January 14, 2021 deadline, CRG Corporation was selected to perform the services;

WHEREAS, the Water Resources department has a growing need for this service, due to call volume and lack of retention with qualified candidates in this position;

WHEREAS, the City desires to enter into a three-year contract with CRG Corporation to provide a call center with personnel to conduct the daily call center activities for the Water Resources Department; and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF GREENSBORO:

That the City Manager is authorized to enter into a contract in the amount of \$870,940 with CRG Corporation to Provide a Call Center with Personnel to conduct the daily call center activities for the Water Resources Department