



## Legislation Text

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**File #:** ID 21-0175, **Version:** 1

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Resolution Approving 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

Council Priority: Maintain Infrastructure and Provide Sustainable Growth Opportunities

Department: Water Resources  
Council District: All

Public Hearing: N/A  
Advertising Date/By: N/A

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### **PURPOSE:**

The City of Greensboro Water Resources Department is requesting to enter into a three year professional services contract with CRG Corporation to provide a Call Center with Personnel to conduct the daily call center activities for the department. City Council approval of a contract in the amount of \$870,940 is requested.

### **BACKGROUND:**

On December 15, 2020, the Water Resources Department issued a Request for Proposals (RFP) for Dispatch Call Center with Personnel. One firm submitted proposals by the January 14, 2021 deadline. A selection committee evaluated and scored the submitted proposal and was comprised of staff from Water Resources as well as a representative from the Contact Center and the M/WBE office. The committee evaluated the submission based on responsiveness to the RFP, understanding of the scope of services, qualifications of staff, capacity, availability and flexibility of the firm, local preference, cost of services rendered, and MWBE utilization. CRG Corporation was selected as suited to perform the scope of services.

Due to increasing call volume and difficulty with retention of candidates in the positions, Water Resources has a growing need for this service. The department has evaluated internal resources to meet this need including the City Contact Center. Water Resources also evaluated how four other governments in the region satisfy this business process and found that all of them utilized a 3rd party vendor for a portion of their dispatch services.

CRG Corporation was the only respondent to the City's December 2020 Request for Proposal. M/WBE firms were notified of the opportunity to submit a proposal, however, there were no responses from M/WBE firms.

### **BUDGET IMPACT:**

Funding for year one of this contract is budgeted in Water and Sewer Operating Fund account 501-7071-01.5429 for \$299,740. This account will also be used in years two and three in the amount of \$285,600 provided that sufficient appropriations are approved by City Council in succeeding fiscal years.

**RECOMMENDATION / ACTION REQUESTED:**

The Water Resources Department recommends approval of the contract with CRG Corporation in the amount of \$870,940.