



Date: February 10, 2022  
Current Meeting: February 17, 2022  
Board Meeting: February 24, 2022

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Customer Service Operations Chauncyia Coleman  
**SUBJECT:** Consideration and approval for the purchase of Talkdesk Credits (Minutes) for phone services

---

### ACTION ITEM A – 5

#### **RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize President/CEO Inez Evans to enter a contract with Talkdesk Inc. for the call center credits for phone services for an amount not to exceed \$45,000 for the remainder of the contract which ends in June 2022.

#### **BACKGROUND:**

In January 2019, IPTC entered into a contract with Talkdesk Inc. for our Fixed Route call center phone services. These services included licenses, digital channels, and an annual credit commitment. The original contract was a three-year contract with a not-to-exceed amount of \$82,000. In August 2021 the IPTC merged the Fixed Route and Paratransit call centers to create the Mobility Solutions Care Center. This merger resulted in increased call volume.

#### **DISCUSSION:**

Our current agreement with Talkdesk is for three years (July 2019 thru June 2022). Adding funds to this PO is necessary due to the substantially increased call volume and call duration. At times we have had instances of as much as 10,000 more calls/month and our call duration has doubled.

#### **ALTERNATIVES:**

The Board could choose not to add the additional funds as recommended, however, IPTC would need to find an alternative solution for the current phone service in the Care Center.

#### **FISCAL IMPACT:**

Funding for this procurement is IPTC local funds.

#### **DBE/XBE DECLARATION:**

There is no DBE goal associated with the product.

#### **STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Service Committee on February 17, 2022.