



Date of Memo: March 08, 2023
Current Meeting: March 16, 2023
Board Meeting: March 23, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Senior Director of Mobility Solutions Michael Roth
SUBJECT: Consideration and approval for the purchase of Talkdesk Credits (Minutes) for Phone Services

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize President/CEO Inez Evans to amend the contract with Talkdesk Inc. for the call center credits for phone services. This amount will not exceed \$87,600 through June 2023. IPTC is further requesting the option to extend this contract through December 2023 for an additional \$87,600, if needed.

BACKGROUND:

In January 2019, IPTC entered into a contract with Talkdesk Inc. for 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, IPTC merged the fixed route and paratransit call centers to create the Mobility Solutions Care Center. This merger resulted in increased call volume.

DISCUSSION:

The current agreement with Talkdesk is for three years (July 2019 thru June 2023). Adding funds to this PO is necessary due to the substantially increased call volume and call duration. The Care Center has facilitated as many as 10,000 more calls/per month, and the 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 Finance Committee and Service Committee on March 16, 2023.