

## Transportation Committee

Meeting date: June 27, 2016

For the Metropolitan Council meeting of July 13, 2016

**Subject:** Authorization to Award Contract for Interactive Voice Response Software Upgrade

**District(s), Member(s):** All

**Policy/Legal Reference:** Council Policy 3-3 Expenditures – Procurement Goods and Services over \$500,000

**Staff Prepared/Presented:** Brian J. Lamb, General Manager, 612-349-7510

Bruce Howard, Director of Customer Services and Marketing, 612-349-7694

John Howley, Manager of Transit Information, 612-349-7410

**Division/Department:** Metro Transit/Transit Information

### Proposed Action

That the Metropolitan Council authorize the Regional Administrator to enter into a contract with Contact Solutions to provide a software upgrade for the Transit Information department's Interactive Voice Response (IVR) system in an amount not to exceed \$675,000.

### Background

The IVR automated telephony system handles approximately 1.5 million calls per year, providing 24/7 service to regional transit customers via touchtone phone and voice recognition. It is an important tool for visually impaired customers. The IVR has three applications: NexTrip, Park and Ride, and Go-To Card. The incumbent IVR software vendor Syntellect decided not to continue to support their software. Unsupported software makes the Council's system vulnerable to security issues, so the IVR software must be upgraded.

### Rationale

Staff issued a request for Proposals (RFP) in October, 2015. Four IVR firms responded to the RFP. The RFP required the upgraded IVR system to interact with existing interfaces and to handle Go-To Card add value transactions outside of the Council's network, which will eliminate the Council's exposure to possible credit card security attacks and maintain Payment Card Industry (PCI) compliance. The RFP required a statement of qualifications and relevant firm experience, and a detailed work plan addressing each of the tasks in the scope of work.

An evaluation panel independently read and evaluated each proposal and then met to discuss and rate each proposal. Four criteria were used in the evaluation – quality of the proposal in addressing the RFP requirements, qualifications of the proposer, experience, and price. The two highest ranking agencies were asked to respond to additional questions from the panel. The highest ranking agency was then interviewed by the panel.

The panel determined that the proposal submitted by Contact Solutions is the most advantageous to the Council. The project cost for the two highest ranking bidders was comparable. Contact Solutions proposal more closely meets the requirements as detailed in the RFP. Specifically, they have a clear plan for achieving and

maintaining PCI compliance. The Contact Solutions system includes the capability to translate the information into additional languages.

### **Funding**

Funding for the IVR software upgrade has been approved in the Metro Transit 2016 – 2021 Capital Improvement Program (CIP): Project 68503.

### **Known Support / Opposition**

None.