



## Legislation Details (With Text)

**File #:** 180386. **Version:** 4 **Name:**  
**Type:** Staff Recommendation **Status:** Passed  
**File created:** 9/17/2018 **In control:** Utility Advisory Board  
**On agenda:** 7/11/2019 **Final action:** 7/18/2019  
**Title:** Contract Amendment to Covington Creative, LLC for Implementation Services for SAP Contact Center (B)

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. 180386 Intent to Award 20181011, 2. 180386 Non Submittal Forms 201801011, 3. 180386 RFP Implementation Services for SAP Contact Center 20181011, 4. 180386 SAP Contact Center Vendor List 20181011, 5. 180386 SAP Contact Ctr Bid Record 20181011, 6. 180386\_Covington\_Creative\_Contract\_Amendment\_1\_20190711

Date	Ver.	Action By	Action	Result
7/18/2019	4	City Commission	Approved as Recommended	
7/11/2019	4	Utility Advisory Board		
10/18/2018	2	City Commission	Approved as Recommended	Pass
10/11/2018	1	Utility Advisory Board		

### **Contract Amendment to Covington Creative, LLC for Implementation Services for SAP Contact Center (B)**

GRU entered into a Contract on November 27, 2018, for implementation services for SAP Contact Center. SAP Contact Center is replacing existing Contact Center software and Interactive Voice Response (IVR) for the GRU Customer Call Center and Outage Reporting.

Staff is now seeking additional, optional services that were quoted in the bid response. Those services include application managed services and call center reporting software, EyeDogz.

This item was on the consent agenda of the UAB's July 11, 2019 meeting.

Funds in the amount of \$28,800 are available in the GRU Customer Operations budget. Subsequent annual cost for this item are estimated at \$16,400, subject to budget approval.

**Staff Recommendation:** The City Commission authorize the GRU General Manager or his designee to execute First Amendment to the Contract between The City of Gainesville d/b/a Gainesville Regional Utilities, and Covington Creative, LCC for Implementation Services for SAP Contact Center, subject to approval by the City Attorney as to form and legality.

**UAB:** The UAB voted 4-0, with members Alford, Miles and Porter absent, to advise the City Commission to approve the staff recommendation.