



## Legislation Details

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**File #:** 210531.      **Version:** 1      **Name:**  
**Type:** Discussion Item      **Status:** Passed  
**File created:** 10/11/2021      **In control:** Utility Advisory Board  
**On agenda:** 10/21/2021      **Final action:** 10/14/2021  
**Title:** Contract Award to Qualtrics, LLC for Speech Analytics Software (B)

Approve execution of a contract with Qualtrics, LLC for Speech Analytics Software to provide a platform that addresses all current requirements for call center functionality while providing flexibility to incorporate new functionality as needed and required for the future.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. 210531\_RFP\_2021-025-Eval\_Tab\_Qualtrics\_20211021

Date	Ver.	Action By	Action	Result
10/21/2021	1	City Commission	Approved as Recommended	
10/14/2021	1	Utility Advisory Board	Approved as Recommended	