



Date of Memo: June 07, 2024
Current Meeting: June 20, 2024
Board Meeting: June 27, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Jennifer Pyrz
FROM: Deputy Chief Transportation Officer Michael L. Roth
SUBJECT: Consideration and approval of Talkdesk 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 Jennifer Pyrz to amend a contract with Talkdesk Inc. in our statement of work (SOW) to extend the current contract for the Mobility Solutions Care Center phone services from June 30, 2024, through June 30, 2025, in an amount not to exceed \$94,197.20.

BACKGROUND:

In January 2019, IPTC entered into a contract with Talkdesk Inc. for call center phone services for our fixed route system. These services include licenses, digital channels, and an annual credit commitment. In August 2021, IPTC merged the fixed route and paratransit call centers to create the Mobility Solutions Care Center. Since our initial contract with Talkdesk in January 2019, our contract spending of \$370,214.92 as well as \$94,197.20 for a total contract spending of \$464,412.12 has exceeded the limit and requires board approval.

DISCUSSION:

Currently, Talkdesk is our cloud-based contact center solution, which consists of a knowledge base and telephone service that meets our current requirements, including software scalability. This contact solution provides telephone services to our customers through our service delivery and commitment to effective communication with our customers.

After the award of this extension, our Mobility Solutions and Procurement team will immediately begin to create an RFP for continued services, following our current procurement and contract award standards.

ALTERNATIVES:

The Board could choose not to approve our recommendation; however, IPTC would need to enter into an emergency contract and find an alternative solution for our current contact solution for the Mobility Solutions Care Center.

FISCAL IMPACT:

Funding for this procurement is IPTC local funding.

DBE/XBE DECLARATION:

No DBE goal is associated with this contract award.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Finance Committee and Service Committee on June 20, 2024 and will be recommended to the Consent Agenda.