



OFFICE OF CIO & DIRECTOR
JOHN A. MATELSKI

DeKalb County Government
3630 Camp Circle, Suite 201 | Decatur, GA 30032 | 404.371.6210

TO: Delois Robinson, Procurement Deputy Director – Purchasing and Contracting
FROM: Angela Green, Business Officer – Innovation and Technology *AG*
THROUGH: John Matelski, Chief Innovation & Information Officer – Innovation and Technology *JM*
Antrameka Knight, Interim Deputy Director – Finance *AK*
SUBJECT: Enterprise Interactive Voice Response (IVR) System and Enterprise Call Recording System
DATE: October 31, 2017

DeKalb County has a business need to enhance its current Avaya IVR system. The Department of Innovation and Technology, on behalf of the Department of Watershed Management, is requesting Purchasing and Contracting's assistance in preparing a BOC Agenda item to procure and modify the Enterprise Interactive Voice Response (IVR) System which includes also includes an integrated Enterprise Call Recording System. This procurement will allow for additional Customer Service Representatives (CSRs) to have system access and subsequently serve more citizens at higher rate with desktop analytics and quality monitoring. In addition, we will be adding licensing and integration for a workforce management tool. This added feature empowers agents in a call center, and empowers management to make more efficient decisions regarding call center management. Agents can work through dashboards giving them a clear view of their own schedule vacation and shift swaps requests. WFM optimizes schedules and provides greater productivity. These enhancements will be procured utilizing the State of Georgia Avaya Contract #: 99999-SPD-T20120501-0004 through CDW-G, Inc. in the amount of \$126,095.00

The enhancements to the Avaya IVR Solution will 1) enhance responsiveness to Dekalb County water customers and 2) provide Management tools to Customer service as part of phase 2 for an Enterprise Interactive Voice Response (IVR) System which also includes an integrated Enterprise Call Recording System. These upgrades will be procured utilizing the State of Georgia Avaya Contract #: 99999-SPD-T20120501-0004 through Carousel Industries in the amount of \$266,151.00.

The total amount for both enhancement is \$392,246.00 which will be funded as follows: Department of Watershed Management Operating Fund 511.

Thank you for your assistance in this matter. If additional information is required, please contact Angela Green (404-371-2374).

Attachments: Carousel Industries Quote
CDW-G Quote