



Legislation Text

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File #: 20-879, Version: 1

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**STRATEGIC PRIORITY:** Government Performance and Financial Management  
**AGENDA DATE:** May 13, 2020  
**COUNCIL DISTRICT(S):** All  
**DEPARTMENT:** Office of Procurement Services  
**EXECUTIVE:** Elizabeth Reich

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**SUBJECT**

A resolution ratifying the City Manager's execution of an emergency service price agreement with AT&T Corporation for contact call center services to support the Rental and Mortgage Assistance Program and the Small Business Continuity Fund loan application operations in response to COVID-19 - Estimated amount of \$345,827.70 - Financing: [U.S. Department of Treasury - Coronavirus Relief Funds](#)

**BACKGROUND**

This action does not encumber funds; the purpose of a service price agreement is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis according to annual budgetary appropriations. The estimated amount is intended as guidance rather than a cap on spending under the agreement, so that actual need combined with the amount budgeted will determine the amount spent under this agreement.

This agreement will provide for contact call center services to support the Rental and Mortgage Assistance Program and the Small Business Continuity Fund loan application operations in response to COVID-19. The call center will operate Monday-Friday from 9 a.m. - 5 p.m. and handle 1,000 - 2,500 calls per day with a call queue of 1,000. City residents will pre-qualify with agents for the application process.

This service was procured utilizing emergency procurement guidelines which allow for the procurement of goods and services where routine bidding requirements cannot be followed. Emergency procurements are exempt from competitive bidding under the City Charter and State Law.

**PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)**

This item has no prior action.

**FISCAL INFORMATION**

Fund	FY 2020	FY 2021	Future Years
<a href="#">U.S. Department of Treasury - Coronavirus Relief Funds</a>	\$345,827.70	\$0.00	\$0.00

**M/WBE INFORMATION**

In accordance with the City's Business Inclusion and Development Plan adopted on October 22, 2008, by Resolution No. 08-2826, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Category	M/WBE Goal	M/WBE %	M/WBE \$
\$345,827.70	Emergency Services	N/A	N/A	N/A
• The Business Inclusion and Development Plan does not apply to Emergency Service contracts				

**PROCUREMENT INFORMATION**

Method of Evaluation for Award Type:

Emergency Procurement	• Procurement utilizing emergency procurement guidelines • Where routine bidding requirements cannot be followed • Emergency procurements are exempt from competitive bidding under the City Charter and State Law
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**OWNER**

**AT&T Corporation**  
208 South Akard St.  
Dallas, Texas 75202

Randall L. Stephenson, Chairman  
Ed Gillespie, Senior Executive Vice President