

Contract between VIA and the City of Niagara Falls to Provide 311 Service

This agreement is entered into by and between VIA Visually Impaired Advancement located at 1170 Main Street, Buffalo, NY 14209 and the City of Niagara Falls, headquartered at 745 Main Street, Niagara Falls, NY 14302.

Background

VIA is a non-profit 501(c)3, whose primary mission is to assist individuals who are blind or visually impaired to achieve their highest levels of independence. VIA operates a 24/7 contact center service with its' primary business being the 211 WNY information and referral service for seven counties of Western New York. In addition, the VIA Contact Center contracts with numerous parties to provide inbound and/or outbound call capabilities that are specifically tailored to meet the individual needs of the customer. In support of its mission, individuals who are blind or visually impaired are employed to work in the Contact Center.

Services

VIA will provide the 311 service Monday-Friday, 8:00 AM to 4:00 PM for the City of Niagara Falls residents, visitors, and municipal government.

VIA's responsibilities:

- Work with the City of Niagara Falls to develop standard call handling protocols that will be used to train staff for 311 Niagara Falls calls.
- Work with software vendor to implement the desired call handling scripting, queuing, virtual hold, voicemail messaging, and reporting templates into the phone software platform to support the mutually desired performance results.
- Provide a local 10-digit phone number for the City of Niagara Falls to forward 311 calls to.
- Provide trained Community Resource Specialists to answer 311 Niagara Falls phone, text and email inquiries during the hours of 8:00 AM to 4:00 PM, Monday-Friday, excluding holidays formally observed by the City of Niagara Falls.
- Provide a service that will meet or exceed the following industry standard performance metrics:
 - o Calls will be answered utilizing agreed upon script responses
 - o 80% of call will be answered within 20 seconds
 - o Texts will be monitored, prioritized and responded to within 15 minutes
 - o Emails will be monitored, prioritized and responded to within 4 hours



- All inquiries and service requests will be entered into the WellConnected data platform to provide ticketing to Niagara Falls government departments; ticket resolution will be tracked and communicated to constituents as indicated.
- Calls received into 311 Niagara Falls that pertain to health or human service needs will be transferred to 211 for appropriate information & referral assistance.
- Retain audio recording data of all calls for 180 days; provide audio recording in response to a formal FOIL requests at a rate of \$25/hour to research and retrieve requested audio recording footage.
- Provide monthly statistics on call volume, service levels and abandonment rate.

Fees

Fees are based on the mutually agreed upon service expectations and projected volume estimates of up to 95 contacts per day in year 1, and up to 135 contacts per day in year 2. Should the average daily volume exceed these levels by more than 10% for a sustained period of two months, both parties agree to renegotiate rates.

Start Up Costs

Equipment – 2 computers	\$ 3,000
WellConnected software 311 Configuration & Implementation	\$ 5,200
NiceinContact phone system scripting	\$ 2,000
Total	\$10,200

Year 1 Costs

1.5 Community Resource Specialists (labor, benefits, supervision)	\$61,776
2 seats NiceinContact phone system	\$ 2,688
WellConnected Software – 20 users at \$6/user/month	\$ 1,440
Text platform annual license	\$ 2,000
Administration	\$10,185
Total	\$78,089

Year 2 Costs

2 Community Resource Specialists (labor, benefits, supervision)	\$77,220
2 seats NiceinContact phone system	\$ 2,688
WellConnected Software – 20 users at \$6/user/month	\$ 1,440
Text platform annual license	\$ 2,000
Administration	\$12,502
Total	\$95,850

Total Project Cost: \$184,139



The project costs do not include the costs to be incurred directly by the City of Niagara Falls for the services provided by *rprt LLC* for staff licenses and integration with Tolemi.

Payment

Start-up costs will be invoiced at the outset of the agreement so that work can begin. Ongoing costs will be invoiced monthly and payment terms are 30 days.

2021 monthly fee: \$6,507.42

2022 monthly fee: \$7,987.50

Term

This agreement shall commence on the date signed below and shall continue through December 31, 2022, unless terminated earlier.

Indemnification

Both parties shall indemnify, defend, and hold harmless the other including its officers, directors, employees, members and agents, and each of them, from any and all claims, actions, causes of action, demands, or liabilities of whatsoever kind and nature, including judgements, interest, attorney's fees, and all other costs, fees, expenses, and charges which the other may incur to any third-party arising out of any act, omission, breach of this Agreement, or other activity conducted by the other party or its agents in connection with this Agreement.

Termination

Upon 90-day written notice, either party may terminate this contract at any time for any reason or no reason.

In witness whereof, the parties hereto executed or approved this contract on the dates signed below their signatures.

VIA Visually Impaired Advancement

City of Niagara Falls

Tamara Owen, President & CEO

Date:

Robert Restaino, Mayor

Date:



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