



Legislation Details

File #: 23-0382 **Version:** 1 **Name:** TI/FM - Smart City Challenge
Type: Agenda Item **Status:** Approved
File created: 4/3/2023 **In control:** City Council
On agenda: 4/18/2023 **Final action:** 4/18/2023

Title: Recommendation to adopt Specifications No. RFP PR-23-217 and award a contract to Innovative Playgrounds Company, a California corporation located in Whittier, CA, for an immersive, interactive, educational, and fun technology-based solution to provide engaging experiences for youth, teenagers, and older adults at City of Long Beach (City) parks, at no cost to the City, for a maximum six-month pilot period; and, authorize City Manager, or designee, to execute all documents necessary to enter into the contract;

Adopt Specifications No. RFP TI-23-216 and award a contract to Citibot, a corporation located in Charleston, SC, for a responsive tool to efficiently connect users to the information, services, and contacts they need across the City's website increasing accessibility and user satisfaction, at no cost to the City, for a maximum six-month pilot period; and, authorize City Manager, or designee, to execute all documents necessary to enter into the contract;

Adopt Specifications No. RFP TI-23-205 and award a contract to BuzzClan LLC, a Texas corporation located in Dallas, TX, for a solution that integrates with ServiceNow service management ticketing system to improve efficiency of City Desktop Support staff, so they can group the tickets by region to reduce the travel time as well as the resolution time for City employees' requests for support, at no cost to the City, for a maximum 6-month pilot period; and, authorize City Manager, or designee, to execute all documents necessary to enter into the contract;

Adopt Specifications No. RFP TI-23-206 and award a contract to Aisera Inc., of Palo Alto, CA, for a software solution that uses smart technologies to improve the quality of help desk call center operations, improve user satisfaction, and improve tracking of first call resolution, at no cost to the City, for a maximum 6-month pilot period; and, authorize City Manager, or designee, to execute all documents necessary to enter into the contract; and

Adopt Specifications No. RFP TI-23-206 and award a contract to Qualtrics, LLC, a Utah based corporation in Provo, UT, for a software solution that uses smart technologies to improve the quality of help desk call center operations, improve user satisfaction, and improve tracking of first call resolution, at no cost to the City, for a maximum 6-month pilot period; and, authorize City Manager, or designee, to execute all documents necessary to enter into the contract. (Citywide)

Sponsors: Technology and Innovation, Financial Management

Indexes:

Code sections:

Attachments: 1. 041823-C-24sr.pdf

Date	Ver.	Action By	Action	Result
4/18/2023	1	City Council	approve recommendation	Pass