



**ERIE COUNTY WATER AUTHORITY**  
**INTEROFFICE MEMORANDUM**  
May 17, 2018

To: Jerome D. Schad, Chairman  
Mark S. Carney, Vice Chairman  
Karl J. Simmeth, Jr., Treasurer

From: Earl L. Jann, Executive Director

Subject: IVR Amendment

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Commissioners:

The contract with IVR Technologies will be expiring July 31<sup>st</sup> of this year. IVR is the company that sends out our alerts to our customers when we have a water line repair that requires traffic control. Unfortunately we have had a significant increase in the number of line breaks this year and we need to increase the amount of money allocated to that contract since we have a shortfall. Karen Prendergast and I estimate that we need to increase the amount of the contract by \$35,000.

ELJ:tf



Paul Riester with Central Purchasing and the Executive Director are working with two New York State OGS contract vendors that serve Erie County to replace IVR beginning August 1, 2018. It will require about two weeks to transition the alert system over to a new vendor, requiring us to enter into a contract with the new vendor by the end of June 2018.

Paul Riester has been in contact with and attended numerous webinars with Everbridge Inc. 505 N. Brand Blvd. Suite 700 Glendale, CA 91203, OGS contract # PS64719. He has recommended this company as the first choice. Everbridge currently serves both the New York State NY Alert and City of New York. A current quotation offered until May 25, 2018 for \$48,772.86 a year for three years has been offered. This offer can be updated to serve our timetable. Everbridge has expanded services over IVR as part of their offer, that may or may not be applicable to our needs. Their quote is less than our current cost.

The other available vendor, American Messaging Services LLC 1720 Lakepoint Dr. Suite 100 Lewisville TX 75057, OGS contract # PS64716 is being solicited to give us information to compare vendors. Under New York State OGS regulations either vendor may be chosen.

We are prepared to move into a new vendor for alert services by the conclusion of the IVR contract term.



ERIE COUNTY WATER AUTHORITY  
 PROFESSIONAL SERVICES CONTRACT  
 AMENDMENT No. 3

Project No.	201600192	Contract No.	IVR-001
Job No.		EC No.	
OWIP No.		Entered by/Date	jmf 05/04/2018

Title: Enhancing the Authority's Database of Contact Emails, Wireless Numbers, and any other Social Media Communication Systems.

Consultant: IVR Technologies, LLC

Description of Change to Contract:  
Add to contract \$35,000.00 to cover cost until 07/31/2018.

Reason for Change:  
Due to the heavy number of leaks during the winter months, the alert system was used more often than was anticipated. As a result, there is a shortfall in the budgeted amount.

Compensation:  
\$35,000.00

**APPROVED BY:**

IVR Technology Group, LLC

ERIE COUNTY WATER AUTHORITY

Chirag Richards-Desai \_\_\_\_\_ Date  
 Chief Financial Officer

Earl L. Jann, Jr. \_\_\_\_\_ Date  
 Executive Director

Original Contract Amount	\$18,391.00
Amendment No.1	\$9,877.00
Amendment No. 2	\$6,479.00
Contract Extension 2017-18	\$25,320.00
Amendment No. 3	\$35,000.00
<b>New Contract Amount</b>	<b>\$95,067.00</b>

Jerome D. Schad \_\_\_\_\_ Date  
 Chairman

