



**City Council Regular Meeting
AGENDA ITEM**

NUMBER: 2

SUBJECT:

Purchase Agreement for Citibot Subscription with Citibot, Inc. in an Amount Not to Exceed \$64,800 for Implementation and Subscription Fees for a One-Year Term with a One-Year Renewal Option and Authorization for City Manager or Her Designee to Exercise the Renewal Option. (Citywide) (For Possible Action; Recommendation – Approve and Authorize)

REQUESTED BY:

Wilson Ramos, Director of Community Services and Engagement

WARD:

(Citywide)

RECOMMENDATION OR RECOMMEND MOTION:

Approve the Purchase Agreement for CitiBot Subscription in an amount not to exceed \$64,800.00 for the one-year term with a one-year renewal option and authorize City Manager or her designee to exercise renewal option.

FISCAL IMPACT:

Amount: \$64,800

Explanation: Not to exceed amount of contract

ACCOUNT NUMBER:

Fund 100

STAFF COMMENTS AND BACKGROUND INFORMATION:

CitiBot is a customer service and communication platform that enables residents to connect with the City via text message, providing real-time answers to questions, submitting service requests, and receiving important updates. This software will benefit the City by streamlining communication between residents and City departments, enhancing the efficiency of service delivery. Additionally, CitiBot supports multiple languages, making it a valuable tool for the City’s language access plan by improving accessibility for non-English-speaking residents and ensuring equitable access to city services and information.

The Purchase Agreement for CitiBot Subscription is for a one-year term with a renewal option of one-year. The not to exceed cost in the first year of the contract is \$36,800 and the not to exceed cost for the optional renewal year is \$28,000.

CIP No.	Related Item:
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LIST CITY COUNCIL GOAL(S): Community Services and Cultural Amenities

PREPARED BY:

Wilson Ramos, Director of Community Services and Engagement

Respectfully Submitted

Micaela R. Moore,
City Manager

MEETING DATE:

November 20,
2024

