

01-0725-PR9

July 25, 2001

**AMEND BOARD REPORT 00-0927-PR21  
APPROVE ENTERING INTO AN AGREEMENT WITH AGT INTERNATIONAL, INC.  
FOR CONSULTING SERVICES**

Approve entering into an agreement with AGT International, Inc. to provide consulting services to the

AGT will provide the following deliverables for each

application:

1. Script and Call Flow Development
2. Application Design and Documentation
3. Voice Script Recording
4. Software Development
5. System Integration
6. System Testing
7. Installation and Training
8. Application Maintenance

In addition to the items listed above, AGT will also provide software programming for an Internet web browser interface for agents and IVR users as a part of the Human Resources application.

**OUTCOMES:** The development of these IVR applications will contribute to improved customer service, streamline department operations, maximize use of existing computer and telephone systems, reduce costs, and provide increased access to information (24 hours per day, 7 days per week).

**COMPENSATION:** Consultant shall be paid as follows: two (2) equal payments upon invoicing, in an

