

CITY OF CAPE CORAL REQUEST FOR SOLE SOURCE OR SINGLE SOURCE PURCHASE

Requesting Department: ITS

Vendor Name: Bitonioc Technology Labs, INC DBA: Yellow.ai

Address: 400 Concar Drive, San Mateo, CA 94402

Phone: 571-527-8608 E-Mail: Mark.Liebowitz@yellow.ai

Price: \$ 94,600.00

Description of item to be procured: Develop a ChatBot for the City website and a corresponding Voicebot to handle customer 311 requests and Utility Billing requests. The purpose is to reduce call wait times and to provide service outside of City Hall operational hours.

1.) Uniqueness of vendor's item/service. How is this vendor the only vendor uniquely qualified to provide the product or service:

The vendor's product was the only one identified that met all of our criteria which included: capability to interface with Cisco Call Manager, ability to create a contained Learning Language Model, multi-lingual capabilities, ability to securely process credit card payments over chat or voice, realistic voice conversation, and ability to send text and receive text messages for verification codes.

2.) Market Research. Describe other, similar sources or products available in the market, if any, and why they are not acceptable:

IT has been conducting research to find a tool/vendor to meet our requirements Initially, we were not able to find a vendor. We then engaged a local technology integrator firm from Ft. Myers that was able to identify Yellow.ai. No other vendors were identified that would meet the requirements identified above.

3.) Proposed Actions. Describe the actions the department will take to overcome the present barriers to competition for any future acquisition of this product or service:

IT will conduct market research before reneuing with this vendor.

Department Director's Signature: *Michael J. Lopez* Date: 10/25/2024

Approval: Procurement Manager *Wanda Roop* (not to exceed \$50,000.00) Date: 11/12/24

City Manager *Loanni Barron* (not to exceed \$100,000.00) Date: 11/14/24

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