



City of Newport
REQUEST FOR CITY COUNCIL ACTION

To: Council Chair Charles Holder & Members of the City Council
From: Colin K. Kennedy, MPA, City Manager *Colin Kennedy*
Date: November 20, 2024
Subject: Award of Contract - Polymorphic AI
Staff Presentation: Nick Craig, Director of Information Technology

RECOMMENDATION:

The City Manager, along with the IT Department recommends the Council approve the award of contract to Polymorphic, Inc. for a total not to exceed \$14,000.00, for advanced artificial intelligence handling of constituent engagement on the web, and in the phone tree.

BACKGROUND AND FINDINGS:

The City of Newport has a limited capacity to respond equitably to all constituent inquiries. The recommended system would provide intelligent responses to many constituent inquiries, while engaging staff more efficiently. The system will work to respond to inquiries, as well as to route to the appropriate person/department based on the input criteria. The system will also begin to compile logs for later identification and improved efficiencies.

FISCAL IMPACT

Currently Budgeted (Account 03190500-050440-03006) Requires additional appropriation No Fiscal Impact

SUPPORTING DOCUMENTS

Resolution
Proposal

Finance Dept. Review: 11/3/24 Date By: RJN (if applicable)

CITY OF NEWPORT

**RESOLUTION
OF THE
COUNCIL**

No. _____

Whereas: the City staff's capacity to answer resident and customer inquiries is known to be extremely limited by available manpower, service hours, telephone line saturation, and language barriers; and

Whereas: City staff recommends a trial period using emerging technologies and automation that allow for 24/7 customer responses to plain language questions through a range of voice, text, or web-based inputs in any language; and

Whereas: the inquiries will be electronically logged for later identification of frequently asked questions and City of Newport website errors that can be targeted by the City staff to improve workflow efficiency. NOW THEREFORE BE IT

Resolved: the award of contract to Polymorphic, Inc. is approved for a trial period of 1/1/2025 through 6/30/2025 for an amount not to exceed \$14,000 and the Council Chair is authorized to sign said contract on behalf of the City, subject to favorable review by the City Solicitor.

IN COUNCIL
READ AND PASSED

Laura C. Swistak
City Clerk



122 W 26th Street, Suite 1104 New York, NY 10001
 accounting@polimorphic.com
 (919) 812-1803

CREATED BY	Joe Damico	ORDER NUMBER	NE_RI_MU_001
CONTACT PHONE	917-804-8842	ORDER DATE	11/1/2024
CONTACT EMAIL	joe@polimorphic.com	VALID IF SIGNED BY	12/31/2024

CUSTOMER INFORMATION

CUSTOMER NAME	Newport, Rhode Island	POC NAME	Colin Kennedy
BILLING CONTACT	Carahsoft	POC EMAIL	ckennedy@cityofnewport.com
QUOTE #	51122879	POC PHONE	
BILL TO ADDRESS	43 Broadway, Newport, RI 02840		
SHIP TO ADDRESS	43 Broadway, Newport, RI 02840		

SERVICES

SUBSCRIPTION	ANNUAL COST
AI Search: Accessible AI search to answer constituent questions <input checked="" type="checkbox"/>	\$2,000
Voice AI: To supplement existing phone line <input checked="" type="checkbox"/>	\$10,000
CRM & Workflows: Unlimited processes/workflows <input checked="" type="checkbox"/>	\$36,000
Bundle Discount: 30%	(14,400.00)
Reseller Fees: 0%	\$0
TOTAL ANNUAL SUBSCRIPTION COST:	\$33,600

BILLING

This Service Order will be invoiced via Carahsoft

DESCRIPTION	NOTES	START	END	AMOUNT DUE	BILLING DATE
Pro Rata Term of 6 months		1/1/2025	6/30/2025	\$14,000.00	1/1/2025

TERMS

Billing Terms and Conditions		
Valid Until	Dec 31, 2024	Pricing set forth herein is valid only if Polimorphic Service Order is executed on or before this date.
Payment	Net 30	All invoices are due Net 30 days from the date of invoice.

Rate Increase	4% per annum	After the final service end date listed in this service order, the Annual Subscription Service Fee shall automatically increase by this amount each subsequent year.
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General Terms & Conditions	
Customer Satisfaction Guarantee	During the first thirty (30) days of the Service, Customer shall have the option to terminate the Service, by providing written notice to accounting@polimorphic.com . In the event that Customer exercises this customer satisfaction guarantee option, such termination shall become effective immediately and Customer shall be eligible for a full refund of the applicable Service Fees.
Taxes	The Service Fees and Billing amounts set forth above in this Polimorphic Service Order DO NOT include applicable taxes. In accordance with the laws of the applicable state, in the event that sales, use or other taxes apply to this transaction, Polimorphic shall include such taxes on applicable invoices and Customer is solely responsible for such taxes, unless documentation is provided to Polimorphic demonstrating Customer's exemption from such taxes.
Term & Termination	Subject to the termination rights and obligations set forth in the Polimorphic Terms of Service, this Polimorphic Service Order commences on the Order Date stated above and shall continue until the completion of the Service Period(s) for the Service(s) described above. Customer shall have the option to Terminate this Service Order on an annual basis by providing notice at least sixty (60) days prior to the end of the then current Annual Term.
Auto-Renewal	After the initial Service Period subscriptions automatically renew for successive annual periods (each an " <i>Annual Term</i> "), unless either Party provides written notice of its desire not to renew at least fifteen (15) days prior to the end of the then current Annual Term. Written notice to Polimorphic should be sent to accounting@polimorphic.com .
Cancellation Option	This Polimorphic Service Order is subject to the approval of the City Council (the "Board") as set forth herein. In the event that the Board does not approve this Service Order at its December 2024 meeting, Customer shall have the option to terminate this Service Order immediately by providing written notice to accounting@polimorphic.com . In the event that Customer exercises this option, Customer shall have no payment obligation under this Service Order.
Agreement	The signature below affirms your commitment to pay for the Service(s) ordered in accordance with the terms set forth in this Polimorphic Service Order and also acknowledges that you have read and agree to the terms and conditions set forth in the Polimorphic Terms of Service found at https://www.polimorphic.ai/terms-of-service , which are hereby incorporated into this Service Order.

Customer	
Signature	
Name	
Title	

Polimorphic, Inc.	
Signature	
Name	Parth Shah
Title	CEO