

Commission Agenda Staff Report

Date: February 17, 2026

Resolution No.: 2026-XX

To: Mayor and City Commission

From: Darvin Williams, City Manager

Prepared By: Shereece George Depusoir, Chief Procurement Officer

Hamid Nikvan, NMB Water Director

Agenda Title: Resolution Approving Purchase Order with Your Office, Inc for the Purchase & Installation of Workstations in an Amount Not to Exceed \$90,000.00

Background

The Customer Service Division of NMB Water operates in a high-volume environment that requires efficient workflow, clear communication, and workstations that support staff performance. The existing office furniture has exceeded its useful life and no longer meets the operational needs of the division. Several workstations are structurally unstable, lack proper ergonomic support, and do not provide adequate separation for staff—particularly for the phone team, whose duties require minimized background noise and consistent call clarity.

Analysis:

The funding is necessary to replace outdated and inadequate office furniture with updated, modular workstations designed to improve functionality, communication quality, and operational efficiency.

This request is not driven by aesthetics; it is based on **performance, safety, and customer service considerations**. The current furniture layout and condition impede the division's ability to meet service expectations. The upgraded workstations will:

- **Improve Communication & Reduce Background Noise:**
The Customer Service phone team handles a high call volume daily. The current open configuration lacks sufficient acoustic separation, causing echoing and cross-talk. This affects call quality and forces representatives to repeat information to customers. New modular furniture will better isolate work areas and provide improved sound-absorbing panels, resulting in clearer communication and more efficient call handling.
- **Increase Employee Efficiency & Productivity:**
Updated workstations provide proper ergonomics, storage, and layout flexibility. This supports sustained productivity, reduces physical strain, and enhances coordination between the phone team, customer service staff, billing, and supervisors.
- **Strengthen Customer Service Quality:**
A quieter and better-organized workspace reduces errors, shortens call times, and improves the overall customer experience.
- **Enhance Safety & Compliance:**
Some existing workstations are unstable, damaged, or not suited to current equipment



Procurement Management Department

needs. Replacing them mitigates workplace safety risks and supports ADA-compliant configurations for staff and visitors.

- **Avoid Future Disruptions by Completing Work in One Comprehensive Phase:** Replacing all outdated workstations at once prevents prolonged disruptions and avoids piecemeal fixes that result in inconsistent layouts and additional costs.

This request is essential to ensure that the Customer Service Division operates safely, efficiently, and with the communication quality required to serve residents effectively. This upgrade directly supports staff performance, reduces noise interference, and strengthens the department's ability to provide responsive and accurate customer service.

Recommendation

The NMB Water Director and the Chief Procurement Officer recommend that the City Commission approve and authorize the City Manager or designee to approve the Purchase Order with Your Office, Inc for a budgeted amount not to exceed \$90,000.

Fiscal Impact

Funds are available in the improvements other than building account 510916-533630.

<u>General Ledger Acct. Number</u>	<u>Budgeted Amount</u>	<u>Available Amount</u>	<u>Available After Budget Transfer</u>	<u>New Request Amount</u>	<u>Remaining Amount</u>
510916-533630	\$90,000	\$90,000	N/A	\$90,000	\$0.00

