

Memorandum

REPORT TO: City Commission

FROM: Benjamin Bailey, Neighborhood Services and Code Compliance Program Manager
Chuck Winn, City Manager

SUBJECT: Authorize the City Manager to Sign an Amendment 2 to the Professional Services Agreement with Comcate Software INC for an AI Powered Voice Based Answering Service

MEETING DATE: April 7, 2026

AGENDA ITEM TYPE: Agreement - Vendor/Contract

RECOMMENDATION: Authorize the City Manager to sign a second amendment to the professional services agreement with Comcate Software INC for an AI powered voiced based answering service.

STRATEGIC PLAN: 7.3 Best Practices, Creativity & Foresight: Utilize best practices, innovative approaches, and constantly anticipate new directions and changes relevant to the governance of the City. Be also adaptable and flexible with an outward focus on the customer and an external understanding of the issues as others may see them.

BACKGROUND: The City of Bozeman entered into a [professional services agreement with Comcate](#) in June of 2021 to provide a central location for departments to interact with the public. This amendment adds a new layer of customer service by utilizing an answering service which can assist people with questions or concerns that they have during regular business hours and non-business hours. Currently, phone calls and email submissions are only answered and responded to during regular working hours Monday through Friday 8am-5pm.

UNRESOLVED ISSUES: None.

ALTERNATIVES: As suggested by the Commission.

FISCAL EFFECTS: This consent item is for a pilot program using an answering service provided by our current software vendor Comcate Software INC. The pilot program trial period runs for six months at a cost of 3,000 dollars from the Neighborhood Services Department budget.

Attachments:

[Comcate Second Amendment_Bozeman, MT.docx.pdf](#)

Report compiled on: March 20, 2026