

CITY OF NEWPORT

**RESOLUTION
OF THE
COUNCIL**

No. 2026-80

WHEREAS: the City's partnership with Polymorphic, Inc. has demonstrated sustained success in improving access to information and enhancing constituent engagement through AI-driven voice and web-based platforms; and

WHEREAS: continued usage data, staff feedback, and operational performance confirm measurable benefits, including reduced unanswered calls, improved service accessibility, enhanced workflow automation, and better insight into constituent needs; and

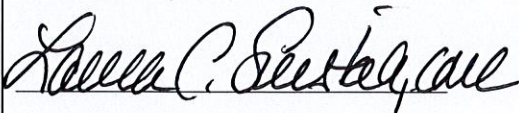
WHEREAS: the implementation of CRM-based workflows, including two-tier tax application processing, has streamlined internal operations, reduced manual workload, and improved service delivery consistency; and

WHEREAS: the terms of the original agreement provide for automatic annual renewal unless opposed, with a 4% annual increase in subscription cost; and

WHEREAS: City staff recommend continuation of the service to further enhance system performance, expand workflow automation, and maintain the operational efficiencies achieved to date. NOW, THEREFORE BE IT RESOLVED:

RESOLVED: That the City Council hereby approves the automatic renewal of the contract with Polymorphic, Inc. for an additional one-year term, from July 1, 2026 through June 30, 2027, in an amount not to exceed \$34,944, subject to favorable review by the City Solicitor.

IN COUNCIL
READ AND PASSED
MAY 27, 2026



Laura C. Swistak, CMC
City Clerk