



CITY OF MOUNT VERNON, N.Y.

Mayor Office

SHAWYN PATTERSON-HOWARD, MPA
Mayor

City Hall, One Roosevelt Square
Mount Vernon, NY, 10550
(914) 665-2362 – Fax: (914) 665-6173

JUAN PEREZ
Commissioner Management Services

July 15, 2026

VIA EMAIL:

Honorable City Council Members
City of Mount Vernon
1 Roosevelt Square
Mount Vernon, New York 10550

RE: Request for Approval to enter into Addendum No. 1 to the SaaS Agreement with **Sunlight Technologies, Inc. (dba “Readyly”)** and make payment for a two-year renewal of the City’s AI (Artificial Intelligence) platform. FOR APPROVAL AT THE August 12, 2026 CITY COUNCIL MEETING

Honorable Councilmembers:

The Department of Management Services requests that the City Council adopt an Ordinance authorizing the City to enter into Addendum No. 1 to the SaaS Agreement with Sunlight Technologies (Readyly) and make payments to Readyly. This Addendum extends the City’s AI platform for a two-year period, transitioning the service from a pilot program to full production.

In March 2025, the City Council approved a 12-month pilot program with Readyly for an AI-based tool that integrates with our OpenGov platform, offering multilingual AI chatbots, voice-based agents, email response agents, and advanced analytics. Addendum No. 1 extends that Agreement for an additional two-year period starting June 1, 2026, and ending on May 31, 2028.

Pilot Results

As reported by Readyly, during the pilot year, the platform delivered:

1. 5,551 resident sessions, with 14,403 queries answered
2. A 98.89% first-contact resolution rate, with routine questions resolved without staff escalation
3. An estimated \$17,800 in staff-time savings for the pilot year (Readyly’s call-deflection-adjusted estimate)

The renewal will offer

- Ongoing 24/7 multilingual AI chat and search for residents
- Voice AI for public-facing calls, launching on the Buildings Department support lines.
- City Clerk chat workflows for marriage license and passport appointments
- Expansion of Voice AI to public works and other public-facing call queues over time
- Readyly handles ongoing analytics, monitoring, configuration, and content updates.

“The Jewel of Westchester”



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Under Addendum No. 1, the cost is \$28,000 for the first year (June 1, 2026, through May 31, 2027), including 80,000 interaction units, and \$33,600 for the second year (June 1, 2027, through May 31, 2028), including 96,000 interaction units, for a total two-year cost of \$61,600. There is no additional onboarding fee. One interaction unit equals one digital session or one phone transfer, and two interaction units equal one AI-handled voice call. Usage above the included interaction units will be billed at \$0.35 per interaction unit, and unused units expire at the end of the applicable contract year and do not roll over.

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Contract Summary:

- **Contract Value:** \$61,600 (\$28,000 Year 1; \$33,600 Year 2)
- **Duration:** 24 months (June 1, 2026 – May 31, 2028)
- **Key Deliverables:**
 - 24/7 multilingual AI chat and search for residents
 - AI-powered voice support (Voice AI) for public call lines, beginning with the Buildings Department.
 - City Clerk marriage license and passport appointment chat workflows
 - 80,000 interaction units in Year 1 and 96,000 interaction units in Year 2; additional usage charged at \$0.35 per unit.
 - Readyly provides analytics, monitoring, configuration, content updates, and technical support.

Funding Sources

Associated costs will be covered under the following budget code:

- Management Services – A1680.216 – Year 1 (June 1, 2026 – May 31, 2027) - \$28,000
- Management Services – A1680.216 – Year 2 (June 1, 2027 – May 31, 2028) - \$33,600
- Total – \$61,600

The pilot showed strong resident support and clear value for the city. This renewal moves the service into full operation, adds phone support to the existing web chat, and maintains the \$0.35 per-unit rate for the entire two-year period, all while ensuring a controlled and carefully monitored use of AI-based technologies for the city overall.

I am available for further discussion and prepared to provide any additional documentation needed to support the approval process.

Thank you for considering this request. We appreciate your approval.

Sincerely,
Juan Perez

Commissioner Management Services

cc: Mayors Office, Comptroller