



City of Columbus

Legislation Report

Office of City Clerk
90 West Broad Street
Columbus OH 43215-9015
columbuscitycouncil.org

File Number: 0768-2019

EMERGENCY

File ID: 0768-2019

Type: Ordinance

Status: Passed

Version: 1

***Committee:** Technology Committee

File Name: The Department of Technology to modify a contract with ConvergeOne for an additional one year term for PureConnect annual maintenance and support, professional services, and other related products/services with Genesys Care in support of the IVR system.

File Created: 03/07/2019

Final Action: 04/17/2019

Auditor Cert #: ACPO004154

Auditor: When assigned an Auditor Certificate Number I , the City Auditor, hereby certify that there is in the treasury, or anticipate to come into the treasury, and not appropriated for any other purpose, the amount of money specified hereon, to pay the within Ordinance.

Contact Name/No.: Brent Angel (Ext. 5-5740) |G. Akrobettoe (Ext. 4-1279)|Brett Slater/DoT Client Architect (Ext. 5-576)

Floor Action (Clerk's Office Only)

Mayor's Action

Council Action

| | | | |
|-------|-------|----------------------|----------------------|
| _____ | _____ | _____ | _____ |
| Mayor | Date | Date Passed/ Adopted | President of Council |
| _____ | _____ | _____ | _____ |
| Veto | Date | | City Clerk |

Title:

To authorize the Director of the Department of Technology to modify a contract with ConvergeOne, Inc. for an additional one year term to provide annual maintenance and support services, professional services, and related software and hardware as needed in support of the City's interactive voice response (IVR) system; and to authorize the expenditure of \$192,937.92 from the Department of Technology, Information Services Division, Information Services Operating Fund, and to declare an emergency. (\$192,937.92)

Sponsors:

Attachments: 0768-2019 EXP, Ord. 0768-2019 C1 Mtc SOW - Genesys - Premier 24x7, Ord. 0768-2019 - City of Columbus_Genesys_2019 Support _with svc ratesQUO_021319, Ord. 0768-2019 - City of Columbus Support Quote Exhibit A 2019_GC_20190129, Ord. 0768-2019 - City of Columbus CUBS Move SOW -mlm-20190314, Ord. 0768-2019 - City of Columbus CUBS Move_QUOTE_031419, 2019 ConvergeOne Agreement Letter

History of Legislative File

| Ver. | Acting Body: | Date: | Action: | Sent To: | Due Date: | Return Date: | Result: |
|------|-----------------------|------------|----------|----------|-----------|--------------|---------|
| 1 | Columbus City Council | 04/15/2019 | Approved | | | | Pass |
| 1 | COUNCIL PRESIDENT | 04/15/2019 | Signed | | | | |
| 1 | ACTING MAYOR | 04/16/2019 | Signed | | | | |
| 1 | CITY CLERK | 04/17/2019 | Attest | | | | |

ODI: Following the review and approval, when required, the Office of Diversity and Inclusion certifies compliance with Title 39 as of date listed.

City Attorney: Following review and approval, when required, this ordinance has been reviewed by the City Attorney's Office as to its form and legality only.

Explanation

BACKGROUND:

This ordinance will authorize the Director of the Department of Technology (DoT) to modify a contract with ConvergeOne, Inc., formerly known as North American Communication Resource, Inc. (NACR), to provide annual maintenance and support services, professional services, and related software and hardware in support of the City's interactive voice response (IVR) system. The IVR system supports the City's 311, Public Utilities Department (DPU), and Technology Department Help Desk call centers. The original agreement with NACR (EL015526) was authorized by ordinance 0177-2014, passed March 31, 2014, and awarded through solicitation SA005214. That agreement included four options to renew for additional one year terms, by mutual agreement and approval of proper City authorities. The fourth and final renewal option was most recently authorized under the authority of ordinance 0344-2018, passed March 5, 2018 (PO111054). This ordinance request to modify and extend the agreement for one additional year with all terms and conditions remaining the same and will authorize funding for the annual renewal of maintenance and support, and professional services for the coverage term period of May 1, 2019 to April 30, 2020, at a total cost of \$192,937.92, which includes the 2019 annual maintenance and support services (\$125,937.92), professional services (\$52,000.00) and contingency funds (\$15,000.00).

1. **Amount of additional funds to be expended:** \$192,937.92

| | |
|--|---------------------|
| Original contract amount (Ord. #:0177-2014): | \$112,342.51 |
| Modifications (1-4) | \$466,338.60 |
| Maintenance and support renewals | \$218,298.46 |
| Modification #5 (This mod via Ord. #: 0768-2019) | <u>\$192,937.92</u> |
| Total aggregate amount of contracts and modification(s): | \$989,917.49 |

2. **Reason additional goods/services could not be foreseen:**
Professional services, hardware/software upgrades and annual maintenance support services required/needed for the IVR system modification.

3. **Reason other procurement processes are not used:**
Existing contract put into place for IVR functionality, the current vendor is familiar with the City's IVR infrastructure and is providing design, implementation, maintenance and support at this time.

4. **How cost of modification was determined:**
Quote documents were provided by the vendor and accepted by the City of Columbus, Department of Technology and the Department of Public Utilities.

This ordinance will also authorize the extension and use of any remaining funds/unspent balance on an existing purchase order PO148757 (authorized by ordinance 2764-2018 passed November 19, 2018) to continue through April 30, 2020 for project work currently in progress but not completed for DPU with the IVR system.

EMERGENCY:

Emergency action is requested to expedite authorization of this contract in order to facilitate and maintain uninterrupted services from the supplier.

FISCAL IMPACT:

In 2017 and 2018, the Department of Technology legislated \$126,229.01 and \$120,994.64 respectively with ConvergeOne, Inc. related to the City's interactive voice response (IVR) system. The 2019 total cost associated with this ordinance is \$192,937.92, which includes annual maintenance and support services (\$125,937.92), professional services (\$52,000.00) and contingency funds (\$15,000.00), with funds for this expense coming from the Department of Technology, Information Services Division, Information Services Operating Fund.

CONTRACT COMPLIANCE:

Vendor: ConvergeOne, Inc. (DAX Acct#: 007864); CC# : 41-1763228; Expiration Date: 12/28/2019

Title

To authorize the Director of the Department of Technology to modify a contract with ConvergeOne, Inc. for an additional one year term to provide annual maintenance and support services, professional services, and related software and hardware as needed in support of the City's interactive voice response (IVR) system; and to authorize the expenditure of \$192,937.92 from the Department of Technology, Information Services Division, Information Services Operating Fund, and to declare an emergency. (\$192,937.92)

Body

WHEREAS, it is necessary to authorize the Director of the Department of Technology to modify a contract for one additional year with ConvergeOne, Inc. to provide annual maintenance and support services, professional services, and related software and hardware as needed, with all other terms and conditions of the contract remaining the same in support of the City's interactive voice response (IVR) system which supports the City's 311, DPU's, and DoT's Help Desk call centers. The total amount of funding being requested via this legislation is \$192,937.92 which includes the 2019 annual maintenance and support services (\$125,937.92), professional services (\$52,000.00) and contingency funds (\$15,000.00); and

WHEREAS, the original agreement (EL015526) was authorized by ordinance 0177-2014, passed March 31, 2014, and awarded through solicitation SA005214 which included four options to renew for additional one year terms, by mutual agreement and approval of proper City authorities. The fourth and final renewal option was most recently authorized under the authority of ordinance 0344-2018, passed March 5, 2018 (PO111054); and

WHEREAS, this ordinance will also authorize the extension and use of any remaining funds/unspent balance of the existing purchase order PO148757 through April 30, 2020 (authorized by ordinance 2764-2018 passed November 19, 2018) to continue through April 30, 2020 for project work currently in progress but not completed for DPU with the IVR system; and

WHEREAS, an emergency exists in the usual daily operation of the Department of Technology in that it is immediately necessary to authorize the Director of the Department of Technology to modify a contract

with ConvergeOne, Inc. for an additional one year term to provide software licensing and hardware support, and associated professional services in support of the City's interactive voice response (IVR) system, for the immediate preservation of the public health, peace, property, safety and welfare; now, therefore:

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF COLUMBUS:

SECTION 1: That the Director of the Department of Technology is hereby authorized to modify a contract with ConvergeOne, Inc. to provide software licensing, maintenance and support, and associated professional services in support of the City's interactive voice response (IVR) system. The coverage term period is from May 1, 2019 to April 30, 2020 at a total cost of \$192,937.92, which includes 2019 annual maintenance and support services (\$125,937.92), professional services totaling (\$52,000.00) and contingency funds (\$15,000.00). This ordinance will also authorize the extension and use of any remaining funds/unspent balance on an existing purchase order PO148757 through April 30, 2020.

SECTION 2: That the expenditure of \$192,937.92 or so much thereof as may be necessary is hereby authorized to be expended from (**please see attachment 0768-2019 EXP**):

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:** CW001|**Section 3:** 470104| **Section 4:** IS02|**Section 5:** IT1308 {Electricity}|**Amount:** \$4,993.44|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:** CW001|**Section 3:** 470104| **Section 4:** IS02|**Section 5:** IT1309 {Water}|**Amount:** \$31,761.54|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:** CW001|**Section 3:** 470104| **Section 4:** IS02|**Section 5:** IT1310 {Sanitary Sewer}|**Amount:** \$35,608.95|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:** CW001|**Section 3:** 470104| **Section 4:** IS02|**Section 5:** IT1311 {Storm Sewer}|**Amount:** \$9,495.72|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:** CW001|**Section 3:** 470104| **Section 4:** IS01|**Section 5:** IT1236 {Dept. of Neighborhoods}|**Amount:** \$18,890.69|

Dept/Div.: 47-02|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:** IT005 |**Section 3:** N/A| **Section 4:** N/A |**Section 5:** N/A {ISD}|**Amount:** \$25,187.58|

Dept/Div.: 47-02|**Obj Class:** 03 |**Main Account:** 63050| **Fund:** 5100|**Sub-fund:** 510001|**Program:** IT005 |**Section 3:** N/A| **Section 4:** N/A |**Section 5:** N/A {ISD}|**Amount:** \$48,000.00|
{professional services}

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63050| **Fund:** 5100|**Sub-fund:**

510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:**
IT1308{Electricity}|**Amount:** \$244.00| {professional services)

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63050| **Fund:** 5100|**Sub-fund:**
510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1309{Water}|**Amount:**
\$1,552.00| {professional services)

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63050| **Fund:** 5100|**Sub-fund:**
510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1310{Sanitary
Sewer}|**Amount:** \$1,740.00| {professional services)

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63050| **Fund:** 5100|**Sub-fund:**
510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1311{Storm
Sewer}|**Amount:** \$464.00| {professional services)

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63050| **Fund:** 5100|**Sub-fund:**
510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:**
IT1308{Electricity}|**Amount:** \$915.00| - {Contingency}

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63050| **Fund:** 5100|**Sub-fund:**
510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1309{Water}|**Amount:**
\$5,820.00| - {Contingency}

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63050| **Fund:** 5100|**Sub-fund:**
510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1310{Sanitary
Sewer}|**Amount:** \$6,525.00| - {Contingency}

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63050| **Fund:** 5100|**Sub-fund:**
510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1311{Storm
Sewer}|**Amount:** \$1,740.00| - {Contingency}

SECTION 3: That the funds necessary to carry out the purpose of this ordinance are hereby deemed appropriated, and the City Auditor shall establish such accounting codes as necessary.

SECTION 4: That the City Auditor is authorized to make any accounting changes to revise the funding source for all contracts or contract modifications associated with this ordinance.

SECTION 5: That for the reasons stated in the preamble hereto, which is hereby made a part hereof, this ordinance is hereby declared to be an emergency measure and shall take effect and be in force from and after its passage and approval by the Mayor or ten days after passage if the Mayor neither approves nor vetoes the same.

