CITY OF COLUMBUS
SOLE SOURCE INFORMATION FORM

TO ACCOMPANY LEGISLATION WHICH WAIVES ANY PROVISIONS OF COLUMBUS CITY CODES CHAPTER 329
(PLEASE LIMIT YOUR RESPONSE TO THIS SHEET)

1. Verification of sole source:
   (Why no other individual or business is capable of supplying the needed item)

   ☐   sole manufacturer/distributor

   ☒   sole company offering this unique service (manufacturer's warranty/product support)

   ☐   other   _____

Describe efforts to determine that the company was a sole source:
2.

The Municipal Court Clerk has a Certified Engineer on staff; therefore, the Municipal Court Clerk's Office is positioned to bypass the necessity to contract with a third party reseller for CIC phone support and maintenance. This can be achieved by contracting directly with the developer of our current CIC phone system, Genesys Telecommunications Laboratories, Inc. By doing so, our office will be situated to offset the cost of any necessary CIC system module upgrades by performing them in-house rather than through a reseller. As Genesis Telecommunications Laboratories, Inc. is the proprietary source for our CIC phone system, this can only be achieved by contracting directly with them for support, upgrades and maintenance. As such, this contract is being established in accordance with the sole source provisions of the Columbus City Code, Chapter 329.

The Interaction Media Server Appliance is a pre-certified server that supports IC applications out of the box. Interaction Media Server is a required subsystem of Interaction Center. The appliance comes preconfigured with the proprietary software. This Interaction Media Server Appliance is equipped with a factory restore feature using an internal USB flash drive ("Interaction Recovery Module").

2. Describe any effort to bid for alternate item (service or product) that is not provided by a sole source that would meet this need: N/A

3. Indicate how the price or fee structure was determined: Quote from Genesys.

ORDINANCE #:   2609-2017

APPROVED BY: _____*Authorized Approval on Corresponding Legislative File*_____

DATE: