
**CITY OF COLUMBUS - BID WAIVER INFORMATION FORM
TO ACCOMPANY LEGISLATION WHICH WAIVES ANY PROVISIONS OF
COLUMBUS CITY CODES CHAPTER 329
(PLEASE LIMIT YOUR RESPONSE TO THIS SHEET)**

1. In accordance with section 329.27 of the Columbus City Code, City Council may determine that the City's best interest is served by waiving the City Code Formal Bid procedures for the following reason(s): (Note that these reasons are all based on time. Currently, formal bid average completion time is 160 calendar days.)

- An unanticipated breakdown created an unplanned, emergency need.
- The item to be purchased is of a perishable nature, the price or availability will perish before the formal bid process can be completed.
- Need to extend an existing contract for one year or more where no provision for extension was included in the original bid/contract.
- Need to increase a contract for additional supplies/services, although the original contract obligations have been fulfilled.
- A new law or regulation requires immediate compliance; there is insufficient time to accomplish formal competitive bidding and satisfy the needs in order to comply.
- Other: There is not enough time to obtain formally advertised, competitive sealed bids to satisfy the needs because: As a result of the current situation (COVID-19) and the desire to maintain the current vendor in the interest of project continuity there was not enough time to complete a formal bid process.

2. Informal bid procedure used: Yes No Explain:

This contract will provision maintenance and support for the duration of a five (5) year period with the option to renew an additional two (2) years thereafter. The additional time is to allow us time to bid out the entire system maintenance and support, while continuing to have coverage. This decision is a result of the OEM, Genesys, having a policy of not permitting multiple parties supporting our IVR systems. We are in a three (3) year contract for our Genesys hosted IVR solution and a five (5) year contract for our maintenance and support for our On-Prem IVR solution as a result of Cares Act funding projects and procurement. The OEM's policy puts us in the position of relying on our current vendor. Due to this OEM policy, we cannot bid out our pre-established IVR system's maintenance and support with Converge One to be shared with any other vendor.

3. Informal bids received and prices for each:

Not Applicable - The vendor Converge One provided a quote document that was accepted by the City of Columbus, Department of Technology.

4. If lowest bid was not accepted, Explain:

Not Applicable - The vendor Converge One provided a quote document that was accepted by the City of Columbus, Department of Technology.

Ordinance No.: Ord. No. 0724-2021

Approved By: Authorized Approval on Corresponding Legislative File

