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**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)**

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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: The City is currently using version 3.0 of the InteractiveIntelligence Customer Interaction Center system to meet its needs for an IVR system. There is an immediate need to upgrade that system to version 4.0, as version 3.0 is not compatible with the City's Microsoft Exchange email system, which is integrated with the IVR system to provide critical functions required by the City's customer service centers. An upgrade of the email systems will not be possible until the IVR system is upgraded to version 4.0.

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2. Informal bid procedure used:       Yes       No      Explain:

The lowest and best possible price was negotiated with North American Communications Resources, the current IVR support vendor.

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3. Informal bids received and prices for each:

N/A

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4. If lowest bid was not accepted, Explain:

N/A

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Ordinance No.: 1741-2013

Approved By: Authorized Approval on Corresponding Legislative File

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