



Legislation Details (With Text)

File #: 2742-2016 **Version:** 1

Type: Ordinance **Status:** Passed

File created: 10/24/2016 **In control:** Technology Committee

On agenda: 12/5/2016 **Final action:**

Title: To authorize the Director of the Department of Technology to modify an agreement with ConvergeOne, Inc. and establish a purchase order for the acquisition of equipment, software, maintenance support, and professional services associated with the IVR system upgrade project; to authorize the expenditure of \$119,151.58 from the Information Services Division, Information Services Bond Fund; and to declare an emergency. (\$119,151.58)

Sponsors:

Indexes:

Code sections:

Attachments: 1. 2742_2016CICMigration_110916, 2. 2742_2016PolycomV VX_Phones_110916, 3. 2742_2016Various Licenses - 110916, 4. 2742-2016 EXP

Date	Ver.	Action By	Action	Result
12/7/2016	1	CITY CLERK	Attest	
12/7/2016	1	MAYOR	Signed	
12/5/2016	1	COUNCIL PRESIDENT	Signed	
12/5/2016	1	Columbus City Council	Approved	Pass

BACKGROUND:

This ordinance authorizes the Director of the Department of Technology (DoT) to modify an agreement with ConvergeOne, to provide system hardware equipment, software, maintenance support, and services to upgrade the City’s interactive voice response (IVR) system. The IVR system supports the City’s 311, Utilities, and Technology Help Desk call centers. The department via SA005214 established an agreement (EL015526) with (4) four annual renewal options under ordinance 0177-2014 passed by council March 31, 2014 to acquire IVR equipment, software, maintenance and support, and services. The most recent transaction was authorized by ordinance number 0776-2016 passed May 23, 2016 for the IVR system annual maintenance and support services.

This ordinance will authorize a total cost of \$119,151.58 with ConvergeOne to complete the IVR system upgrade which entails \$29,014.00 for hardware-IVR phones, \$10,410.08 for software and maintenance and support, \$59,727.50 for professional services, and a \$20,000.00 contingency for any unforeseen expenses that may occur. The term of the agreement will be one year from the date of a certified purchase order from the City Auditor’s office.

The City is currently using version 3.0 of the Interactive Intelligence Customer Interaction Center system to meet its needs for an IVR system. There is an immediate need to upgrade that system to the 2016 version, as the current version 3.0 is at end of support. Additional new functions of the 2016 version will provide city call centers with requested new functions for the City’s customer service centers. The IVR system telephones are approaching end of life and will be replaced through this project funding.

- Amount of additional funds to be expended: \$119,151.58**
Original contract amount (Ord. #:0177-2014): \$112,342.51
Modification#1 Term extension only (Ord. #: 2345-2014) \$ -0-

one year from the date of a certified purchase order from the City's Auditor's office; and,

WHEREAS, an emergency exists in the daily operation of the Department of Technology in that it is immediately necessary to authorize the Director of the Department of Technology to modify an agreement with ConvergeOne, Inc. in connection with the IVR upgrade project, 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 an existing contract with ConvergeOne, (formerly known as North American Communication Resources - NACR) to provide system hardware, software, maintenance, and professional services to upgrade the City's interactive voice response (IVR) system in connection with the IVR upgrade project in the amount of \$119,151.58 (which includes a contingency amount of \$20,000.00 for any unforeseen expenses) for a term period of one year from the date of a certified purchase order from the City Auditor's office.

SECTION 2: That the expenditure of \$119,151.58 or so much thereof as may be necessary is hereby authorized to be expended from: **See attachment 2742-2016 EXP**

Dept./Div.: 47-02| **Fund:** 5105| **Subfund:** 000000| **Project Name:** IVR Telephony Enhancements-Upgrades | **Project Number:** P470052-100001 (Carryover)| **Object Class:** 06 |**Main Account:** 66530| **Program Code:** CW001| **Section 3:** 470201| **Section 4:** IT02|**Section 5:** IT0203| **Amount:** \$80,000.00 |

Dept./Div.: 47-02| **Fund:** 5105| **Subfund:** 000000| **Project Name:** IVR Telephony Enhancements- Upgrades | **Project Number:** P470052-100001(Bond 2016) |**Object Class:** 06 |**Main Account:** 66530| **Program Code:** CW001| **Section 3:** 470201| **Section 4:** IT02|**Section 5:** IT0203| **Amount:** \$39,151.58 |
There is a contingency of \$20,000.00 built into this funding request.

SECTION 3: 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 4: 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 5: That the City Auditor is hereby authorized to transfer the unencumbered balance in a project account to the unallocated balance account within the same fund upon receipt of certification by the Director of the Department administering said project that the project has been completed and the monies are no longer required for said project.

SECTION 6: 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.