



Legislation Details (With Text)

File #: 1405-2018 **Version:** 1

Type: Ordinance **Status:** Passed

File created: 5/10/2018 **In control:** Technology Committee

On agenda: 7/30/2018 **Final action:** 8/3/2018

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 \$49,846.88 from the Department of Technology, Information Services Operating Fund; and to declare an emergency. (\$49,846.88)

Sponsors:

Indexes:

Code sections:

Attachments: 1. City of Columbus Div of Pwr Contact Center SOW V2 - TRt_20180309 - ConvergeOne, 2. CoC Division of Power Contact Center QUO-030918v2 - ConvergeOne, 3. 1405-2018 EXP

Date	Ver.	Action By	Action	Result
8/3/2018	1	ACTING CITY CLERK	Attest	
8/2/2018	1	MAYOR	Signed	
7/30/2018	1	COUNCIL PRESIDENT	Signed	
7/30/2018	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 provide Interactive Voice Response (IVR) services to the Department of Public Utilities Power section with 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. Ordinance 0776-2016 passed May 23, 2016 for the IVR system annual maintenance and support services. The third renewal was authorized under the authority of ordinance 1016-2017, passed May 1, 2017 (PO061361). The fourth and final renewal was most recently authorized under the authority of ordinance 0344-2018, passed 3/5/2018.

This ordinance will authorize a total cost of \$49,846.88 with ConvergeOne to build and install an IVR system which entails the following: \$18,530.00 for software licenses, \$435.00 for hardware-gateway, \$4,981.88 for software and maintenance and support, \$21,400.00 for professional services, and a \$4,500.00 contingency for any unforeseen expenses that may occur. The term of the agreement will be one (1) year from the date of a confirmed/certified purchase order from the City Auditor’s office.

- Amount of additional funds to be expended: \$49,846.88**
 Original contract amount (Ord. #:0177-2014): \$112,342.51
 Modification#1 Term extension only (Ord. #: 2345-2014) \$ -0-
 Maintenance and support agreement (Ord. #: 0185-2015): \$115,236.33

WHEREAS, the services needed through the approval of this ordinance consist of hardware, maintenance, and professional service purchases associated with the IVR upgrade; and

WHEREAS, it is necessary for the Department of Technology, to modify an existing contract and establish a purchase order with ConvergeOne, Inc. (formerly known as North American Communication Resources - NACR) in the amount of \$49,846.88 (inclusive of a \$4,500.00 contingency for any unforeseen expenses that may occur) with a term period of one (1) year from the date of a certified purchase order from the City's Auditor's office; and

WHEREAS, this ordinance will authorize a total cost of \$49,846.88 with ConvergeOne to build and install an IVR system which entails the following: \$18,530.00 for software licenses, \$435.00 for hardware-gateway, \$4,981.88 for software and maintenance and support, \$21,400.00 for professional services, and a \$4,500.00 contingency for any unforeseen expenses that may occur; 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 \$49,846.88 (which includes the following: \$18,530.00 for software licenses, \$435.00 for hardware-gateway, \$4,981.88 for software and maintenance and support, \$21,400.00 for professional services, and a \$4,500.00 contingency funding for any unforeseen expenses that may occur) for a term period of one (1) year from the date of a confirmed/certified purchase order from the City Auditor's office.

SECTION 2: That the expenditure of \$49,846.88 or so much thereof as may be necessary is hereby authorized to be expended from: (See attachment 1405-2018 EXP)

63945 = \$18,530.00

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63945| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1308 {Electricity}|**Amount:** \$1,130.33|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63945| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1309 {Water}|**Amount:** \$7,189.64|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63945| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1310 {Sanitary Sewer}|**Amount:** \$8,060.55|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63945| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1311 {Storm Sewer}|**Amount:** \$2,149.48|

63946 = \$4,981.88

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63946| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1308 {Electricity}|**Amount:** \$303.90|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63946| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1309 {Water}|**Amount:** \$1,932.97|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63946| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section**

3:470104| Section 4:IS02|Section 5: IT1310{Sanitary Sewer}|Amount: \$2,167.11|

Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63946| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1311 {Storm Sewer}|Amount: \$577.90|

63320 = \$435.00

Dept/Div.: 47-01|Obj Class: 02 |Main Account: 62030| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1308 {Electricity}|Amount: \$26.54|

Dept/Div.: 47-01|Obj Class: 02 |Main Account: 62030| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1309 {Water}|Amount: \$168.78|

Dept/Div.: 47-01|Obj Class: 02 |Main Account: 62030| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1310 {Sanitary Sewer}|Amount: \$189.22|

Dept/Div.: 47-01|Obj Class: 02 |Main Account: 62030| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1311 {Storm Sewer}|Amount: \$50.46|

63050 = \$21,400.00

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: \$1,305.40|

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: \$8,303.20|

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: \$9,309.00|

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: \$2,482.40|

Contingency Funds (63050) = \$4,500.00

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: \$274.50|

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: \$1,746.00|

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: \$1,957.50|

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: \$522.00|

There is contingency funds of \$4,500.00 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 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.