



## Legislation Details (With Text)

**File #:** 1016-2017      **Version:** 1

**Type:** Ordinance      **Status:** Passed

**File created:** 4/10/2017      **In control:** Technology Committee

**On agenda:** 5/1/2017      **Final action:** 5/4/2017

**Title:** To authorize the Director of the Department of Technology to renew an agreement with ConvergeOne, Inc. for annual maintenance and support services in support of the City's interactive voice response (IVR) system; to authorize the expenditure of \$126,229.01 from the Department of Technology, Information Services Division, Information Services Operating Fund; and to declare an emergency. (\$126,229.01)

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. C1 24x7 Premier Support Exhibit A 2017 - City of Columbus.pdf, 2. Genesys PureConnect Maintenance Pricing Change 3-3-2017.pdf, 3. Final Quote for ININ Support Renewal 2017.pdf, 4. 1016-2016 EXP.pdf

Date	Ver.	Action By	Action	Result
5/4/2017	1	CITY CLERK	Attest	
5/3/2017	1	MAYOR	Signed	
5/1/2017	1	COUNCIL PRESIDENT	Signed	
5/1/2017	1	Columbus City Council	Approved	Pass

**BACKGROUND:**

This ordinance will authorize the Director of the Department of Technology to renew an agreement with ConvergeOne, Inc., formerly known as North American Communication Resource, Inc. (NACR), to provide annual maintenance and support services in support of the City's interactive voice response (IVR) system. The IVR system supports the City's 311, Utilities, and Technology Help Desk call centers. The original agreement with NACR (EL015526) was authorized by ordinance 0177-2014, passed March 31, 2014, and awarded through solicitation SA005214. That agreement included four options to renew for additional one year terms, by mutual agreement and approval of proper City authorities. The second renewal was most recently authorized under the authority of ordinance 0776-2016, passed May 23, 2016 (PO011523). This ordinance will authorize the third renewal option (year 4 of a 5 year contract) for the coverage term period of May 1, 2017 to April 30, 2018. The annual maintenance and support cost will be \$126,229.01.

**EMERGENCY:**

Emergency action is requested to expedite authorization of this contract in order to facilitate and maintain uninterrupted support and services from the suppliers.

**FISCAL IMPACT:**

In 2015 and 2016, the Department of Technology expended \$115,236.33 and \$223,030.20 respectively with ConvergeOne, Inc. related to the City's interactive voice response (IVR) system. The 2017 cost associated with this ordinance is \$126,229.01, with funds for this expense coming from the Department of Technology, Information Services Division, Information Services Operating Fund. Including this renewal, the aggregate contract total amount is \$576,838.05.

**CONTRACT COMPLIANCE:**

Vendor Name: ConvergeOne, Inc. (DAX Acct#: 007864); CC# : 41-1763228; Expiration Date: 07/09/2017

To authorize the Director of the Department of Technology to renew an agreement with ConvergeOne, Inc. for annual maintenance and support services in support of the City’s interactive voice response (IVR) system; to authorize the expenditure of \$126,229.01 from the Department of Technology, Information Services Division, Information Services Operating Fund; and to declare an emergency. (\$126,229.01)

**WHEREAS**, it is necessary to authorize the Director of the Department of Technology to renew an agreement with ConvergeOne, Inc. to provide annual maintenance and support services in support of the City’s interactive voice response (IVR) system which supports the City’s 311, Utilities, and Technology Help Desk call centers; and

**WHEREAS**, the original agreement (EL015526) was authorized by ordinance 0177-2014, passed March 31, 2014, and awarded through solicitation SA005214 which included four options to renew for additional one year terms, by mutual agreement and approval of proper City authorities. The second renewal option was most recently authorized under the authority of ordinance 0776-2016, passed May 23, 2016 (PO011523); and

**WHEREAS**, this ordinance will authorize the third renewal option (year 4 of a 5 year contract) for the coverage term period from May 1, 2017 to April 30, 2018. The total funding needed for this renewal of annual maintenance and support services is \$126,229.01; and

**WHEREAS**, an emergency exists in the usual daily operation of the Department of Technology in that it is immediately necessary to authorize the Director of the Department of Technology to renew an agreement with ConvergeOne, Inc. to provide technology systems, software licensing and support, and associated professional services in support of the City’s interactive voice response (IVR) system, 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 renew an agreement with ConvergeOne, Inc. to provide technology systems, software licensing and support, and associated professional services in support of the City’s interactive voice response (IVR) system. This ordinance will authorize the third renewal option (year 4 of a 5 year contract) for the term May 1, 2017 to April 30, 2018 at a cost of \$126,229.01.

**SECTION 2:** That the expenditure of \$126,229.01 or so much thereof as may be necessary is hereby authorized to be expended from **(see attachment 1016-2017 EXP):**

**Dept/Div.:** 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1308 {Electricity}|**Amount:** \$5,004.99|

**Dept/Div.:** 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1309 {Water}|**Amount:** \$31,834.95|

**Dept/Div.:** 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1310 {Sanitary Sewer}|**Amount:** \$35,691.25|

**Dept/Div.:** 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1311 {Storm Sewer}|**Amount:** \$9,517.67|

**Dept/Div.:** 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS01|**Section 5:** IT1236 {Dept. of Neighborhoods}|**Amount:** \$18,934.35|

**Dept/Div.:** 47-02|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:** IT005 |**Section 3:** N/A| **Section 4:** N/A |**Section 5:** N/A {ISD}|**Amount:** \$25,245.80|

**SECTION 3:** 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 4:** 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 5:** That for 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.