



Legislation Text

File #: 2742-2016, Version: 1

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.

1. **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-
Maintenance and support agreement (Ord. #: 0185-2015):	\$115,236.33
Maintenance and Support - 2016 (Ord. #:0776-2016)	<u>\$103,878.62</u>
Total contract with two renewals (years 2014 -2016):	\$331,457.46
Modification #2 (via this Ord. 2753-2016):	<u>\$119,151.58</u>
Total aggregate amount of contract and modification(s):	\$450,609.04

2. **Reason additional goods/services could not be foreseen:**

New hardware needed as existing equipment is approaching end of life (EOL). System upgrade is required due to product growth cycle/technology migration.

3. **Reason other procurement processes are not used:**

Existing contract put into place for this function, current vendor is familiar with the City's IVR infrastructure and is providing maintenance and support at this time.

4. **How cost of modification was determined:**

Cost is based on contracted rates that were determined through the City's bid solicitation process. Technical requirements were the foundation of identifying the scope of the modification. Quote was provided by the vendor and accepted by the City of Columbus, Department of Technology.

EMERGENCY:

Emergency action is requested to ensure that the necessary purchase order for equipment and services are established in a timely manner and for the end-of-life equipment to be replaced as soon as possible.

CONTRACT COMPLIANCE NUMBERS:

ConvergeOne CC#: 41-1763228 Expiration Date: 07/09/2017
DAX Vendor Account #:007864

FISCAL IMPACT: In 2015 and earlier this year (2016), the department legislated \$115,236.33 and \$103,878.62, respectively for annual IVR maintenance and support. Approval of this ordinance will allow for the expenditure of \$119,151.58, for the IVR upgrade project, utilizing the ConvergeOne, Inc. contract. Funding for this project in the amount of \$119,151.58 is available within the Department of Technology, Information Services Division, Information Services Bond Fund. The cost associated with this ordinance is \$119,151.58.

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)

WHEREAS, the Department of Technology's Telephone Services provides IVR connectivity that allows city call center functionality; and,

WHEREAS, currently, the Department of Technology has a need to upgrade IVR equipment and services to various City call centers; and,

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 \$119,151.58 (inclusive of a \$20,000.00 contingency for any unforeseen expenses that may occur) with a term period of 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.