



Legislation Text

File #: 0424-2024, Version: 1

This ordinance authorizes the Director of the Department of Technology (DoT), on behalf of various city departments, to enter into contract to exercise the fourth renewal option of a contract with ConvergeOne, Inc. for maintenance and support services associated with the Genesys Interactive Voice Response (IVR) System. The cost to renew the contract for these services totals \$192,402.54 and is for a one-year period, beginning on April 30, 2024, and ending on April 29, 2025. Contingency funds in the amount of \$10,000.00 are included in the total cost of \$202,402.54.

Various city agencies use the current IVR System, including 311, Public Utilities, Building and Zoning Services and Technology. On April 26, 2021, Ordinance 0724-2021 passed, authorizing a contract, via a waiver of competitive bids, with ConvergeOne to continue maintenance and support of the system. At that time, ConvergeOne submitted a five-year quote, to be renewed (with Council approval) on an annual basis. DoT requests that the aforementioned contract be renewed for a fourth year to ensure continuation of the noted services, which will allow the department sufficient time to bid out maintenance and support for the entire system. Bidding out the entire system is necessary because Genesys has a policy of not allowing multiple parties to support their IVR systems. Thus, until DoT can develop comprehensive specifications, the department requests that the contract with ConvergeOne be renewed and that the provisions of competitive bidding be waived in this instance.

The quote attached to this ordinance covers maintenance and support services for the entirety of the City's existing IVR environment for a five-year period. Year one (1) was authorized via Ordinance 0724-2021 (noted above), year two (2) was authorized via Ordinance 0994-2022, and year three (3) was authorized via ordinance 0507-2023. This ordinance authorizes coverage for year four (4), as indicated on pages two (2) and three (3) of the attached quote. The total amount in the quote represents the five-year commitment, but please note the cost for the single year renewal. The contract was most recently authorized by authority of Ordinance 0507-2023, passed on March 13, 2023, through purchase order PO385178.

This ordinance also requests that sections of Chapter 329 of the Columbus City Codes, pertaining to competitive bidding, be waived.

Finally, this ordinance authorizes the expenditure of \$202,402.54 for the above-described purpose.

CONTRACT COMPLIANCE NUMBER

Vendor Name: ConvergeOne, Inc.

Vendor Certification: EBO_CC007864

Expiration Date: March 28, 2024

FISCAL IMPACT

Funds for this contract are budgeted and available in the 2024 Department of Technology, Information Services Operating Budget. **This ordinance is contingent on the passage of the 2024 City of Columbus Operating Budget, Ordinance 3012-2023.**

To authorize the Director of the Department of Technology, on behalf of various city departments, to renew a contract with ConvergeOne, Inc. for maintenance and support services associated with the City's Interactive Voice Response System; to waive the competitive bidding provisions of the Columbus City Codes; and to authorize the expenditure of \$202,402.54 from the Department of Technology, Information Services Operating Fund. (\$202,402.54)

WHEREAS, on April 26, 2021, Ordinance 0724-2021 passed, authorizing a contract, via a waiver of competitive bids,

with ConvergeOne, Inc. to continue maintenance and support of the city's Interactive Voice Response System; and

WHEREAS, ConvergeOne, Inc. submitted a five-year quote, to be renewed (with Council approval) on an annual basis, for the contract authorized by Ordinance 0724-2021. The quote attached to this ordinance covers maintenance and support services for the entirety of the City's existing IVR environment for a five-year period. Year one (1) was authorized via Ordinance 0724-2021 (noted above), year two (2) was authorized via Ordinance 0994-2022 (noted above), year three (3) was authorized via Ordinance 0507-2023 (noted above). This ordinance authorized coverage for year four (4), as indicated on pages two (2) and three (3) of the attached quote. The total amount in the quote represents the five (5) year commitment but please note the cost for the single year renewal. The contract was most recently authorized by authority of Ordinance 0507-2023, passed March 13, 2023 through purchase order PO385178; and

WHEREAS, the Department of Technology, on behalf of various city departments, wishes to renew the contract with ConvergeOne, Inc. for maintenance and support services associated with the Genesys Interactive Voice Response (IVR) System for year four (4); and

WHEREAS, the Department of Technology requests that sections of Chapter 329 of the Columbus City Codes, pertaining to competitive bidding, be waived; and

WHEREAS, the cost to renew the contract for maintenance and support services totals \$192,402.54 and is for a one-year period, beginning on April 30, 2024 and ending on April 29, 2025. Contingency funds in the amount of \$10,000.00 are included in the total cost of \$202,402.54; and

WHEREAS, it has become necessary in the usual daily operation of the Department of Technology to authorize the Director, on behalf of the various city departments, to enter into a contract with ConvergeOne, Inc. to continue maintenance and support of the City's IVR System; **NOW, THEREFORE**,

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF COLUMBUS:

SECTION 1. That the Director of the Department of Technology, on behalf of various city departments, is hereby authorized to enter into contract with ConvergeOne, Inc. in the amount of \$202,402.54, for the term one (1) year, beginning on April 30, 2024 and ending on April 29, 2025. Contingency funds in the amount of \$10,000.00 are included in the total cost of \$202,402.54.

SECTION 2. That, for the purposes described in Section 1 of this Ordinance, the expenditure of \$202,402.54 or so much thereof as may be necessary is hereby authorized to be expended as follows (please see 0424-2024 EXP).

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 this Council finds it is in the City's best interest to waive the competitive bidding provisions of City Codes Chapter 329 for the above-mentioned purposes.

SECTION 6. That this ordinance shall take effect and be in force from and after the earliest period allowed by law.