



## Legislation Text

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**File #: 2800-2022, Version: 1**

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This ordinance authorizes the Director of the Department of Technology to enter into a contract with Avante Solutions, Inc. for Cherwell Service Management software licensing maintenance and support services at a total cost of \$77,530.65. The original contract, procured via RFQ016850 and authorized by ordinance 2809-2020, included two one-year renewal options. The first optional renewal was authorized by ordinance 2890-2021, passed on November 22, 2021. This ordinance authorizes the second of the two optional renewals, for a one-year term, beginning on February 01, 2023 and ending on January 31, 2024.

The Cherwell Service Management software enables DoT to better track, record and address service requests and issues that could possibly affect its customers. It also enables several 'self-service' features that allow customers to submit, view and track their own tickets while in progress and is used by multiple city agencies.

This ordinance also authorizes the expenditure of \$77,530.65 for the above-described purpose.

### **FISCAL IMPACT**

Funds for renewal of this contract are budgeted and available in the Information Services operating budget.

### **CONTRACT COMPLIANCE**

Avante Solutions, Inc FID/CC #: 36-4314249

Expiration Date: 02/18/2023

Vendor Account #: 022013

To authorize the Director of the Department of Technology to enter into a contract with Avante Solutions, Inc. for Cherwell Service Management software licensing maintenance and support; and to authorize the expenditure of \$77,530.65 from the Department of Technology, Information Services Operating Fund. (\$77,530.65)

**WHEREAS**, on November 9, 2020, RFQ016850, a solicitation for Cherwell Service Management software licensing maintenance and support services was opened; and

**WHEREAS**, Avante Solutions, Inc was awarded the contract as the lowest responsive bidder; and

**WHEREAS**, the resultant contract, authorized by Ordinance 2809-2020, included two one-year options to renew; and

**WHEREAS**, the first optional renewal was authorized by Ordinance 2890-2021, passed on November 22, 2021; and

**WHEREAS**, this Ordinance authorizes the second of the two optional renewals for a term of one year, beginning on February 01, 2023 and ending on January 31, 2024 at a cost of \$77,530.65; and

**WHEREAS**, it has become necessary in the usual and daily operation of the Department of Technology in that it is necessary to authorize the Director of Technology to enter into contract with Avante Solutions, Inc. for Cherwell Service Management software licensing maintenance and support services thereby preserving 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 be and is hereby authorized to enter into contract with Avante Solutions, Inc. for Cherwell Service Management software licensing maintenance and support services for a one-year term, beginning on February 01, 2023 and ending on January 31, 2024, at a cost of \$77,530.65.

**SECTION 2.** That the expenditure of \$77,530.65, or so much thereof as may be necessary, is hereby authorized to be expended as follows in the attachment to this ordinance. (See 2800-2022EXP)

**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 appropriate, and the City Auditor shall establish such accounting codes as necessary.

**SECTION 5.** That this ordinance shall take effect and be in force from and after the earliest period allowed by law.