



# City of Columbus

Office of City Clerk  
90 West Broad Street  
Columbus OH 43215-9015  
columbuscitycouncil.org

## Legislation Text

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**File #:** 1906-2023, **Version:** 1

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### **BACKGROUND:**

This legislation will authorize the Director of the Department of Technology, on behalf of the Mayor's Office, to enter into contract with Indigov Corporation, a Delaware Corporation, for software licensing services, in the amount of \$105,580.00. This software is a critical management software, as well as customer interactions management system related to citizens and constituents. The software allows the ability to proactively communicate with constituents, understand priorities, and deliver responsive, effective government interaction by leveraging best practices in customer service software from and designed for maximum ease of use with a minimal need for training for all parties involved. The solution is custom built for public officials and allows staff and public officials to efficiently triage incoming communications, reply to those messages and conduct communication/data analysis/results. The total cost associated with this legislation is \$105,580.00. The current contract with this vendor expires June 30, 2023. The coverage term period for this contract is July 1, 2023 to June 30, 2024.

Also, the Department of Technology, on behalf of the Mayor's Office, believes that it is in the City's best interest to waive the relevant sections of Chapter 329 of the Columbus City Codes pertaining to competitive bidding, to enter into contract and to expedite authorization of this contract in order to initiate services from the supplier at the prices proposed, to ensure there is no interruption of service and also for the immediate availability of critical services for the constituent software.

### **EMERGENCY:**

Emergency action is requested to expedite authorization of this contract in order to initiate services from the supplier at the prices proposed, to ensure there is no interruption of service and also for the immediate availability for use by Columbus citizens, etc..

### **FISCAL IMPACT:**

Funds have been budgeted and are available in the Department of Technology, Information Services Division, Information Services Operating Fund.

### **CONTRACT COMPLIANCE:**

Vendor Name: Indigov Corporation;                      Expiration Date: 03/08/2024  
DAX Vendor Account #: 041171

To authorize the Director of the Department of Technology, on behalf of the Mayor's Office, to enter into contract with Indigov Corporation for software licensing services for the period July 1, 2023 to June 30, 2024; to waive the relevant provisions of the Columbus City Codes pertaining to competitive bidding; to authorize the expenditure of \$105,580.00 from the Department of Technology, Information Services Division, Information Services Operating Fund; and to declare an emergency. (\$105,580.00)

**WHEREAS**, it is necessary to authorize the Director of the Department of Technology, on behalf of the Mayor's Office, to enter into contract with Indigov Corporation for software licensing services, in the amount of \$105,580.00. The current

contract expires on June 30, 2023. The coverage term period for this contract is one (1) year, from July 1, 2023 to June 30, 2024; and

**WHEREAS**, this software, currently used by the City, is a critical management software, as well as customer interactions management software related to citizens and constituents. The software allows the ability to proactively communicate with constituents, understand priorities, and deliver responsive, effective government interaction by leveraging best in customer service software from and designed for maximum ease of use with a minimal need for training for all parties involved. The solution is custom built for public officials and allows staff and public officials to efficiently triage incoming communications, reply to those messages and conduct data analysis/results; and

**WHEREAS**, the Department of Technology, on behalf of the Mayor's Office, believes that it is in the City's best interest to waive the relevant sections of Chapter 329 of the Columbus City Codes pertaining to competitive bidding; and

**WHEREAS**, an emergency exists in the usual daily operations of the Department of Technology in that it is immediately necessary to authorize the Director of the Department of Technology, on behalf of the Mayor's Office to enter into contract with Indigov Corporation for software licensing services in order to initiate services from the supplier at the prices proposed and to ensure there is no interruption of service and also for the immediate availability for use by Columbus citizens, etc., 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, on behalf of the Mayor's Office, be and is hereby authorized to enter into a contract with Indigov Corporation, for software licensing services. The total cost of this legislation is \$105,580.00. The coverage term period for this contract agreement is one (1) year from July 1, 2023 to June 30, 2024.

**SECTION 2:** The total cost associated with this legislation is \$105,580.00 and so the expenditure of that amount, or so much thereof as may be necessary, is hereby authorized to be expended from **(Please see attachment 1906-2023 EXP):**

**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 this council finds that it is in the City's best interest to waive competitive bidding provisions of Columbus City Code Chapter 329 and such provisions are hereby waived.

**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.