



# City of Columbus

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

## Legislation Text

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**File #:** 1501-2008, **Version:** 1

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### **BACKGROUND:**

This legislation authorizes the Director of Finance and Management, on behalf of the Department of Technology, to establish a purchase order for services to enhance the current Department of Technology's Help Desk Call Center platform.

The Department of Technology's Help Desk Call Center is a critical tool for city employees and non-city government agencies to report technology-related issues with a single point of contact. Establishing this purchase order will provide the Department of Technology's Help Desk Call Center with the following enhancements: application integration between the Call Center platform and the current help desk software and database; investment maximization of the current Call Center platform by utilizing advanced features of the call center platform; automatic screen pop with customer information for improved customer service options and reduced average call time of approximately 30 seconds.

### **BID INFORMATION:**

The purchase of these services will be done through an existing Universal Term Contract (UTC) with PDT Communications Ltd.: UTC # FL003366 - BPCOM11A - expiration date 12/31/2009.

### **CONTRACT COMPLIANCE NUMBER:**

PDT Communications Ltd.: F.I.D# 32-0109794, Expiration Date: 9/12/2010

### **FISCAL IMPACT:**

In fiscal year 2006, \$200,000 was legislated with PDT Communications Ltd. , \$30,500 for fiscal year 2007; and, \$445,318.15 for fiscal year 2008. The amount of \$20,000.00 requested for the enhancements for the Department of Technology's Help Desk Call Center was budgeted and is available within the Department of Technology's Information Services Fund.

### **EMERGENCY DESIGNATION:**

Emergency designation is being requested to allow immediate updates to the Help Desk Call Center platform to continue with services that are necessary to support daily operational activities and to ensure continuous service without interruption.

To authorize the Director of Finance and Management, on behalf of the Department of Technology, to establish a purchase order from the Universal Term Contract with PDT Communications Ltd. for the purchase of services to enhance the Department of Technology's Help Desk Call Center software, and to authorize the expenditure of \$20,000.00 from the Department of Technology's Information Services Fund; and to declare an emergency. (\$20,000.00)

**WHEREAS**, the Department of Technology's Help Desk Call Center is a critical tool for city employees and non-city government agencies to report technology-related issues with a single point of contact; and

**WHEREAS**, this ordinance will make provisions for software upgrade, support and associated services; and

**WHEREAS**, this legislation authorizes the Director of Finance and Management, on behalf of the Department of Technology, to

establish a purchase order for services to enhance the Department of Technology's Help Desk Call Center's current platform; and

**WHEREAS**, the purchase of these services will be accomplished through an existing Universal Term Contract (UTC); with PDT Communications Ltd.: UTC# FL003366 - BPCOM11A - expiration date 12/31/2009; and

**WHEREAS**, an emergency exists in the usual daily operations of the City in that it is immediately necessary to authorize passage of this ordinance to establish a purchase order for PDT Communications Ltd. customized software upgrades and services to enhance the current citywide Help Desk Call Center platform to continue with services that are necessary to support daily operational activities and to ensure continuous service without interruption, 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 Finance and Management, on behalf of the Department of Technology, be and is hereby authorized and directed to establish a purchase order with PDT Communications Ltd. for the purchase of services in the amount of \$20,000.00 for the Department of Technology's Help Desk Call Center from the Universal Term Contract established for the Department of Technology's Information Services Division.

**SECTION 2:** That the expenditure of \$20,000.00 or so much thereof as may be necessary is hereby authorized to be expended from the Department of Technology's Information Services Fund as follows:

**Div:** 47-02|**Fund:** 514|**Subfund:** 001|**OCA:** 472413|**Obj Level 1:** 03|**Obj Level 3:** 3347|**Amount:** \$20,000.00| Technology

**SECTION 3:** That the City Auditor is authorized to make any changes to revise the funding source for any contract or contract modifications associated with this ordinance.

**SECTION 4:** 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.