



Legislation Details (With Text)

File #: 2345-2014 **Version:** 1

Type: Ordinance **Status:** Passed

File created: 10/8/2014 **In control:** Technology Committee

On agenda: 12/8/2014 **Final action:** 12/10/2014

Title: To authorize the Director of the Department of Technology to extend the term of an existing agreement and the associated purchase order (EL014974) for an additional year with North American Communication Resources (NACR) to provide systems and services to upgrade the City's interactive voice response (IVR) system; and to declare an emergency. (\$0.00)

Sponsors:

Indexes:

Code sections:

Attachments: 1. Extension Letter IVR Upgrade 2014

Date	Ver.	Action By	Action	Result
12/10/2014	1	CITY CLERK	Attest	
12/9/2014	1	MAYOR	Signed	
12/8/2014	1	COUNCIL PRESIDENT	Signed	
12/8/2014	1	Columbus City Council	Approved	Pass

BACKGROUND:

This ordinance authorizes the Director of the Department of Technology to modify an existing contract agreement and associated purchase order (P.O. #EL014974 with a fund balance of \$121,984.00 as of 11/7/2014) to extend the term an additional year from November 1, 2014 to October 31, 2014 with North American Communication Resources (NACR) to provide systems 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 original agreement (EL014974) was authorized by ordinance 1741-2013, passed by Columbus City Council on October 21, 2013. This ordinance requests a one year extension to the term of that agreement, from November 1, 2014 to October 31, 2015, to allow additional time to complete the upgrade project. No additional funds are needed and all other terms of the agreement are unchanged.

1. Amount of additional funds to be expended: \$0.00
Original contract amount: \$121,984.00
Amount of original contract and 1 modification: \$121,984.00
2. Reason additional goods/services could not be foreseen:
There is no need for additional services, but the project has been delayed due to vendor resource constraints. This delay was not foreseen at the time of the original agreement.
3. Reason other procurement processes are not used:
The project has been partially completed with the current vendor, so re-starting the project with another vendor would not be in the best interests of the City.
4. How cost of modification was determined:

There is no additional cost for this modification.

FISCAL IMPACT:

In 2012 and 2013, the Department of Technology encumbered \$112,853.52 and \$225,695.95 respectively with G3 Technology Partners now known as North American Communication Resource Inc. for the purchase of an Interactive Auto dialer software, training, professional services, maintenance and support for the IVR system. There is no additional funding/cost associated with this legislation/ordinance. With the passage of this ordinance, the associated purchase order (EL014974) will be extended for an additional year from November 1, 2014 to October 31, 2014.

EMERGENCY:

Emergency designation is being requested for this ordinance to continue with services that are necessary to support daily operation activities; to ensure no service interruption.

CONTRACT COMPLIANCE:

Vendor: North American Communication Resource Inc. (NACR) C.C#/F.I.D#: 41-1763228 Expiration Date: 09/05/2015

To authorize the Director of the Department of Technology to extend the term of an existing agreement and the associated purchase order (EL014974) for an additional year with North American Communication Resources (NACR) to provide systems and services to upgrade the City's interactive voice response (IVR) system; and to declare an emergency. (\$0.00)

WHEREAS, this ordinance authorizes the Director of the Department of Technology to extend the term of an existing agreement with North American Communication Resources (NACR) to provide systems and services to upgrade the City's interactive voice response (IVR) system which supports the City's 311, Utilities and Technology Help Desk call centers and to also extend purchase order EL014974 for an additional year from November 1, 2014 to October 31, 2015; and

WHEREAS, no additional funds are needed and all other terms of the agreement are unchanged; and

WHEREAS, an emergency exists in the usual daily operation of the Department of Technology in that it is immediately necessary to authorize the Director to extend the term of an existing agreement with North American Communication Resources (NACR) to provide systems and services to upgrade the City's interactive voice response (IVR) system to ensure that this project is not delayed, 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: This ordinance authorizes the Director of the Department of Technology to extend the term of an existing agreement and associated purchase order EL014974 with North American Communication Resources (NACR) to provide systems and services to upgrade the City's interactive voice response (IVR) system for an additional year from November 1, 2014 to October 31, 2015.

SECTION 2: 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 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 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 5: 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 approved by the Mayor, or ten days after passage if the Mayor neither approves nor vetoes the same.