City of Columbus

Legislation Details (With Text)

File #:	1653-2016	**Version:** 1	
Type:	Ordinance	**Status:**	Passed
File created:	6/14/2016	**In control:**	Judiciary And Court Administration Committee
On agenda:	7/18/2016	**Final action:**	7/21/2016

Title: To authorize the Municipal Court Clerk to enter into a contract with Interactive Intelligence Group, Inc. for the provision of maintenance and support services for the Municipal Court Customer Interaction Center in accordance with the sole source provisions of Columbus City Codes; to authorize the expenditure of $16,266.64 from the Municipal Court Clerk computer fund; to authorize an expenditure of $19,372.19 from the Franklin County Municipal Court computer fund; and to declare an emergency. ($35,638.83)

Sponsors:

Indexes:

Code sections:

Attachments: 1. SoleSource Interactive, 2. Ordinance 1653-2016, 3. Interactive Quote 2016_20160630, 4. Interactive Breakdown

Date	Ver.	Action By	Action	Result
7/21/2016	1	CITY CLERK	Attest	
7/20/2016	1	MAYOR	Signed	
7/18/2016	1	COUNCIL PRESIDENT	Signed	
7/18/2016	1	Columbus City Council	Approved	Pass

Background: This legislation authorizes the Franklin County Municipal Court Clerk, Clerk of Court (Municipal Court Clerk") to enter into contract with Interactive Intelligence Group, Inc. dba Interactive Intelligence Administration, LLC ("Interactive Intelligence Group, Inc.") for the purchase of software maintenance and support services for Municipal Court and Clerk's Office ("Municipal Court") Customer Interaction Center (CIC) phone system; and it authorizes an expenditure of $35,638.83. The CIC includes a Call Center Management Information System (CCMIS), Automated Call Distribution (ACD), Interactive Voice Response (IVR), Unified Messaging, Integrated Recording and Outbound Dialer. The term of the contract is for one (1) year.

Bid Information:

Since the Municipal Court Clerk now has on staff an Interaction Center Certified Engineer, we are presently positioned to bypass the necessity to contract with a third party reseller for CIC phone support and maintenance.   This can be achieved by contracting directly with the developer of our current CIC phone system, Interactive Intelligence Group, Inc. By doing so our office will be situated to offset the cost of any necessary CIC system module upgrades by performing them in-house rather than through a reseller. As Interactive Intelligence Group, Inc. is the proprietary source for our CIC phone system, this can only be achieved by contracting directly with them for support and maintenance. As such, this contract is being established in accordance with the sole source provisions of the Columbus City Code, Chapter 329.

Emergency: Emergency declaration is requested for the continuity of the support services for the CIC for the Municipal Court.

Fiscal Impact: Funds totaling $16,266.64 are available within the Municipal Court Clerk computer fund budget; funds totaling $19,372.19 are available within the Franklin County Municipal Court computer fund budget.

Contract Compliance Number: 45-1505676; Expiration date: 6/24/2018
DAX Vendor Number: 017949

To authorize the Municipal Court Clerk to enter into a contract with Interactive Intelligence Group, Inc. for the provision of maintenance and support services for the Municipal Court Customer Interaction Center in accordance with the sole source provisions of Columbus City Codes; to authorize the expenditure of $16,266.64 from the Municipal Court Clerk computer fund; to authorize an expenditure of $19,372.19 from the Franklin County Municipal Court computer fund; and to declare an emergency. ($35,638.83)

WHEREAS, it is necessary to authorize the Municipal Court Clerk to enter into contract with Interactive Intelligence Group, Inc. for the purchase of software maintenance and support for the Municipal Court Customer Interaction Center (CIC) phone system; and

WHEREAS, this agreement is being established in accordance with the sole source provisions of the Columbus City Code, Chapter 329; and

WHEREAS, an emergency exists in the usual daily operation of the Municipal Court Clerk's Office in that it is immediately necessary to authorize the Clerk to enter into contract with Interactive Intelligence Group, Inc. for the purchase of software maintenance and support services for the Municipal Court CIC phone system, 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 Municipal Court Clerk be and is hereby authorized to enter into a one year contract with Interactive Intelligence Group, Inc. for the purchase of software maintenance and support services for the Municipal Court CIC phone system in the amount of $35,638.83, pursuant to the sole source provisions of City Code Chapter 329.

SECTION 2. That the expenditure sum of $16,266.64 or so much as may be needed, be and hereby is authorized within Department 26, the Municipal Court Clerk, Object Class 03 Contractual Services, per the accounting codes in the attachment to this ordinance.

SECTION 3. That the expenditure sum of up to $19,372.19 be and hereby is authorized within Department 25, Franklin County Municipal Court, Object Class 03 Contractual Services, per the accounting codes in the attachment to 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 for the reasons stated in the preamble hereto, which is hereby made a part hereof, this ordinance is 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.