



Legislation Details (With Text)

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Title: To authorize the Director of the Department of Building and Zoning Services to enter into a contract with Technical Communities, Inc. for the upgrade to the Qmatic System; to authorize the expenditure of \$46,090.22 from the Development Services Fund; and to declare an emergency. (\$46,090.22)

Sponsors:

Indexes:

Code sections:

Attachments: 1. Ord. 1416-2017 Legislation Template.pdf

Date	Ver.	Action By	Action	Result
6/20/2017	1	CITY CLERK	Attest	
6/20/2017	1	MAYOR	Signed	
6/19/2017	1	COUNCIL PRESIDENT	Signed	
6/19/2017	1	Columbus City Council	Approved	Pass

This legislation authorizes the Director of the Department of Building and Zoning Services to enter into a contract with Technical Communities, Inc., for the upgrade of the Department of Building and Zoning Service's customer service journey management system. This upgrade will allow the department to offer online appointments to customers, post wait times online, and create dashboards and customized reports.

Emergency action is requested in order to avoid an interruption in customer service enhancements.

FISCAL IMPACT: The funding for this purchase is fully budgeted within the 2017 operating budget of the Development Services Fund. Two bids were received with Technical Communities, Inc. submitting the lowest bid using GSA pricing. The vendor number for Technical Communities, Inc. is 010861.

To authorize the Director of the Department of Building and Zoning Services to enter into a contract with Technical Communities, Inc. for the upgrade to the Qmatic System; to authorize the expenditure of \$46,090.22 from the Development Services Fund; and to declare an emergency. (\$46,090.22)

WHEREAS, the Department of Building and Zoning Services implemented the Qmatic Solo system in 2014 for customer service journey management; and

WHEREAS, it is now necessary to upgrade this software to the Qmatic Orchestra system which will further enhance customer service; and

WHEREAS, the Qmatic Orchestra upgrade will allow the Department of Building and Zoning Services to enhance customer service by offering online appointments, posting wait times on our website, creating customized reports, and monitoring hardware components; and

WHEREAS, an emergency exists in the daily operation of the Department of Building and Zoning Services in that it is immediately necessary to authorize the Director of the Department of Building and Zoning Services to enter into contract with Technical Communities, Inc. for the upgrade of the Qmatic 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 Director of the Department of Building and Zoning Services be and is hereby authorized to enter into contract with Technical Communities, Inc. for the upgrade of the Qmatic Solo system to the Qmatic Orchestra system.

SECTION 2. That the expenditure of \$46,090.22 or so much thereof as may be needed pursuant to the actions authorized in SECTION 1, is hereby authorized from the Development Services Fund, Fund No. 2240, Object Class 03 - Contractual Services, per the accounting codes in the attachment to this ordinance.

See Attached File: Ord. 1416-2017 Legislation Template.xls

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 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.