



Legislation Details (With Text)

File #: 0344-2018 **Version:** 1

Type: Ordinance **Status:** Passed

File created: 1/24/2018 **In control:** Technology Committee

On agenda: 3/5/2018 **Final action:** 3/8/2018

Title: To authorize the Director of the Department of Technology to renew an agreement with ConvergeOne, Inc. for annual maintenance and support services in support of the City's interactive voice response (IVR) system; and to authorize the expenditure of \$120,994.64 from the Department of Technology, Information Services Division, Information Services Operating Fund. (\$120,994.64)

Sponsors:

Indexes:

Code sections:

Attachments: 1. 2018 ConvergeOne Quote Document, 2. 2018 ConvergeOne Genesys Support Renewal Summary, 3. 0344-2017 EXP

Date	Ver.	Action By	Action	Result
3/8/2018	1	CITY CLERK	Attest	
3/7/2018	1	MAYOR	Signed	
3/5/2018	1	COUNCIL PRESIDENT	Signed	
3/5/2018	1	Columbus City Council	Approved	Pass
2/26/2018	1	Columbus City Council	Read for the First Time	

BACKGROUND:

This ordinance will authorize the Director of the Department of Technology to renew an agreement with ConvergeOne, Inc., formerly known as North American Communication Resource, Inc. (NACR), to provide annual maintenance and support services in support of 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 with NACR (EL015526) was authorized by ordinance 0177-2014, passed March 31, 2014, and awarded through solicitation SA005214. That agreement included four options to renew for additional one year terms, by mutual agreement and approval of proper City authorities. The third renewal was most recently authorized under the authority of ordinance 1016-2017, passed May 1, 2017 (PO061361). This ordinance will authorize the fourth renewal option (year 5 of a 5 year contract) for the coverage term period of May 1, 2018 to April 30, 2019. The annual maintenance and support cost will be \$120,994.64.

FISCAL IMPACT:

In 2016 and 2017, the Department of Technology expended \$223,030.20 and \$126,229.01 respectively with ConvergeOne, Inc. related to the City's interactive voice response (IVR) system. The 2018 cost associated with this ordinance is \$120,994.64, with funds for this expense coming from the Department of Technology, Information Services Division, Information Services Operating Fund. Including this renewal, the aggregate contract total amount is \$697,832.69.

CONTRACT COMPLIANCE:

Vendor Name: ConvergeOne, Inc. (DAX Acct#: 007864); CC# : 41-1763228; Expiration Date: 12/28/2019

To authorize the Director of the Department of Technology to renew an agreement with ConvergeOne, Inc. for annual maintenance and support services in support of the City's interactive voice response (IVR) system; and to authorize the expenditure of \$120,994.64 from the Department of Technology, Information Services Division, Information Services Operating Fund. (\$120,994.64)

WHEREAS, it is necessary to authorize the Director of the Department of Technology to renew an agreement with ConvergeOne, Inc. to provide annual maintenance and support services in support of the City's interactive voice response (IVR) system which supports the City's 311, Utilities, and Technology Help Desk call centers; and

WHEREAS, the original agreement (EL015526) was authorized by ordinance 0177-2014, passed March 31, 2014, and awarded through solicitation SA005214 which included four options to renew for additional one year terms, by mutual agreement and approval of proper City authorities. The third renewal option was most recently authorized under the authority of ordinance 1016-2017, passed May 1, 2017 (PO061361); and

WHEREAS, this ordinance will authorize the fourth renewal option (year 5 of a 5 year contract) for the coverage term period from May 1, 2018 to April 30, 2019. The total funding needed for this renewal of annual maintenance and support services is \$120,994.64; and

WHEREAS, it has become necessary in the usual daily operation in the Department of Technology to authorize the Director to renew an agreement with ConvergeOne, Inc. to provide technology systems, software licensing and support, and associated professional services in support of the City's interactive voice response (IVR) system, for the immediate preservation of 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 is hereby authorized to renew an agreement with ConvergeOne, Inc. to provide technology systems, software licensing and support, and associated professional services in support of the City's interactive voice response (IVR) system. This ordinance will authorize the fourth renewal option (year 5 of a 5 year contract) for the term May 1, 2018 to April 30, 2019 at a cost of \$120,994.64.

SECTION 2: That the expenditure of \$120,994.64 or so much thereof as may be necessary is hereby authorized to be expended from **(see attachment 0344-2018 EXP):**

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1308 {Electricity}|**Amount:** \$4,839.78|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1309 {Water}|**Amount:** \$30,248.66|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1310 {Sanitary Sewer}|**Amount:** \$33,878.50|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS02|**Section 5:** IT1311 {Storm Sewer}|**Amount:** \$9,679.57|

Dept/Div.: 47-01|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:**CW001|**Section 3:**470104| **Section 4:**IS01|**Section 5:** IT1236 {Dept. of Neighborhoods}|**Amount:** \$18,149.20|

Dept/Div.: 47-02|**Obj Class:** 03 |**Main Account:** 63260| **Fund:** 5100|**Sub-fund:** 510001|**Program:** IT005 |**Section 3:** N/A| **Section 4:** N/A |**Section 5:** N/A {ISD}|**Amount:** \$24,198.93|

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 ordinance shall take effect and be in force from and after the earliest period allowed by law.