



Legislation Details (With Text)

File #: 2764-2018 **Version:** 1

Type: Ordinance **Status:** Passed

File created: 9/27/2018 **In control:** Technology Committee

On agenda: 11/19/2018 **Final action:** 11/21/2018

Title: To authorize the Director of the Department of Technology, on behalf of the Department of Public Utilities (DPU), to modify an agreement with ConvergeOne, Inc. for professional services associated with the integration between the Interactive Voice Response (IVR) System and the Power Outage Management System (Responder), in the amount of \$49,300.00; to authorize the expenditure of \$49,300.00 from the Department of Technology, Information Services Operating Fund; and to declare an emergency. (\$49,300.00)

Sponsors:

Indexes:

Code sections:

Attachments: 1. 2018 ConvergeOne - IVR CoC Division of Power Contact Center -Phase II Responder Integration quo., 2. 2018 ConvergeOne - IVR City of Columbus_Business Process Audit_City Utilities_ QUO_072618, 3. 2018 ConvergeOne - IVR City of Columbus Div of Pwr Responder IVR SOW V3 - TRt_20180829, 4. 2018 ConvergeOne - IVR City of Columbus Business Process Audit SOW -mlm- 20180726, 5. 2764-2018 EXP

Date	Ver.	Action By	Action	Result
11/21/2018	1	ACTING CITY CLERK	Attest	
11/20/2018	1	MAYOR	Signed	
11/19/2018	1	COUNCIL PRESIDENT	Signed	
11/19/2018	1	Columbus City Council	Approved	Pass

BACKGROUND:

This ordinance authorizes the Director of the Department of Technology (DoT), on behalf of the Department of Public Utilities (DPU), to modify an agreement with ConvergeOne, Inc. to provide services for the Interactive Voice Response (IVR) system used by the Department of Public Utilities, Division of Power. The proposed services, in the amount of \$19,300.00 will be used to create an integration between the IVR system and the Power Outage Management system (Responder) used by the Division of Power. In addition, this ordinance includes professional services in the amount of \$30,000.00 for a business process audit with the goal of providing recommendations on best practices and utilization of the IVR system at the Department of Public Utilities. The total amount of funding with ConvergeOne, Inc. for this ordinance is \$49,300.00. The IVR system supports the City's 311, Utilities, and Technology Help Desk call centers. The department via SA005214 established a contract agreement (EL015526) under the authority of ordinance 0177-2014 passed by council March 31, 2014 to acquire IVR equipment, software, maintenance and support, and services. The coverage term period of this contract agreement will be one (1) year from the date of a confirmed/certified purchase order from the City Auditor's office.

1. <u>Amount of additional funds to be expended:</u>	<u>\$49,300.00</u>
Original contract amount (Ord. #:0177-2014):	\$112,342.51
Modifications (1-3)	\$417,038.60
Maintenance and support renewals	\$218,298.46

Modification #4 (This mod via Ord. #: 2764-2018) \$49,300.00
Total aggregate amount of contracts and modification(s): \$796,979.57

2. **Reason additional goods/services could not be foreseen:**

New services needed for the IVR system modification required/requested that will be used to create an integration between the IVR system and the Power Outage Management system (Responder).

3. **Reason other procurement processes are not used:**

Existing contract put into place for IVR functionality, the current vendor is familiar with the City's IVR infrastructure and is providing design, implementation, maintenance and support at this time.

4. **How cost of modification was determined:**

Quote documents were provided by the vendor and accepted by the City of Columbus, Department of Technology and the Department of Public Utilities.

EMERGENCY:

Emergency action is requested to ensure that the necessary contracts/purchase orders for the equipment and services are established in a timely manner to allow for the integration between the Interactive Voice Response (IVR) System and the Power Outage Management System (Responder).

CONTRACT COMPLIANCE NUMBER:

Vendor Name: ConvergeOne, Inc.
12/28/2019
(DAX Vendor Acct. #:007864)

CC#: 41-1763228;

Expiration Date:

FISCAL IMPACT:

In 2017 and earlier this year (2018), the department legislated \$126,229.01 and \$170,841.52, respectively for annual IVR maintenance support and modifications. Approval of this ordinance will allow for the purchase of professional services from ConvergeOne, Inc., for the integration between the Interactive Voice Response (IVR) System and the Power Outage Management System (Responder), in the amount of \$49,300.00. The funding for this purchase is available within the Department of Technology, direct charge agency, Information Services Operating Fund.

To authorize the Director of the Department of Technology, on behalf of the Department of Public Utilities (DPU), to modify an agreement with ConvergeOne, Inc. for professional services associated with the integration between the Interactive Voice Response (IVR) System and the Power Outage Management System (Responder), in the amount of \$49,300.00; to authorize the expenditure of \$49,300.00 from the Department of Technology, Information Services Operating Fund; and to declare an emergency. (\$49,300.00)

WHEREAS, currently, the Department of Technology has a need to continue upgrading IVR equipment and services to the Department of Public Utilities, Division of Power call center section. This integration will allow for the automation of information related to power outages to Division of Power customers via the IVR phone system. The Department of Technology's Telephone Services provides IVR connectivity that allows the City's call center functionality; and

WHEREAS, it is necessary for the Department of Technology, on behalf of the Department of Public Utilities (DPU), to modify a contract agreement with ConvergeOne, Inc., in the amount of \$49,300.00 for professional services associated with the integration/upgrade of the city's interactive voice response (IVR) system. The coverage term period is one (1) year from the date of a confirmed/certified purchase order from the City Auditor's office; and

WHEREAS, an emergency exists in the daily operation of the Department of Technology in that it is immediately

necessary to authorize the Director of the Department of Technology, on behalf of the Department of Public Utilities (DPU), to modify an agreement with ConvergeOne, Inc. for professional services associated with the integration between the Interactive Voice Response (IVR) System and the Power Outage Management System (Responder), 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, on behalf of the Department of Public Utilities (DPU), is hereby authorized to modify an agreement with ConvergeOne, Inc., in the amount of \$49,300.00 for professional services associated with the integration between the Interactive Voice Response (IVR) System and the Power Outage Management System (Responder), in the amount of \$49,300.00. The coverage term period is one (1) year from the date of a confirmed/certified purchase order from the City Auditor's office.

SECTION 2: That the expenditure of \$49,300.00 or so much thereof as may be necessary is hereby authorized to be expended from: **(See attachment 2764-2018 EXP)**

Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63050| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1308 {Electricity}|Amount: \$3,007.30|

Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63050| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1309 {Water}|Amount: \$19,128.40|

Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63050| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1310 {Sanitary Sewer}|Amount: \$21,445.50|

Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63050| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1311 {Storm Sewer}|Amount: \$5,718.80|

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 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 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.