



Legislation Details

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 - TRf_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