



## Legislation Details (With Text)

**File #:** 0507-2023      **Version:** 1

**Type:** Ordinance      **Status:** Passed

**File created:** 2/7/2023      **In control:** Technology Committee

**On agenda:** 3/13/2023      **Final action:** 3/16/2023

**Title:** To authorize the Director of the Department of Technology, on behalf of various city departments, to renew a contract with ConvergeOne, Inc. for maintenance and support services associated with the city's Interactive Voice Response System; to waive the competitive bidding provisions of Columbus City Code; and to authorize the expenditure of \$198,579.61 from the Department of Technology, Information Services Operating Fund. (\$198,579.61)

### Sponsors:

### Indexes:

### Code sections:

**Attachments:** 1. 0724-2021, 2. 0507-2023 EXP, 3. 0507-2023 Bid Waiver, 4. 0507-2023 C1Genesys & C1 Customer Care 5yr. CoC Solution Quote Report - 2021-03-03T134226.799 (3), 5. 0507-2023 City of Columbus 2021-26 PureConnect Prem Support Exhibit A - 5 Year Precommit-dam-20210224 (1)

Date	Ver.	Action By	Action	Result
3/16/2023	1	ACTING CITY CLERK	Attest	
3/15/2023	1	MAYOR	Signed	
3/13/2023	1	COUNCIL PRESIDENT	Signed	
3/13/2023	1	Columbus City Council	Approved	Pass
3/6/2023	1	Columbus City Council	Read for the First Time	

This ordinance authorizes the Director of the Department of Technology (DoT), on behalf of various city departments, to enter into contract to exercise the third renewal option of a contract with ConvergeOne, Inc. for maintenance and support services associated with the Genesys Interactive Voice Response (IVR) system. The cost to renew the contract for these services totals \$198,579.61 and is for a one-year period, beginning on April 30, 2023 and ending on April 29, 2024. Contingency funds in the amount of \$15,000.00 are included in the total cost of \$198,579.61.

Various city agencies use the current IVR system, including 311, Public Utilities, Building and Zoning Services and Technology. On April 26, 2021, Ordinance 0724-2021 passed, authorizing a contract, via a waiver of competitive bids, with ConvergeOne to continue maintenance and support of the system. At that time, ConvergeOne submitted a five-year quote, to be renewed (with Council approval) on an annual basis. DoT requests that the aforementioned contract be renewed for a third year to ensure continuation of the noted services, which will allow the department sufficient time to bid out maintenance and support for the entire system. Bidding out the entire system is necessary because Genesys has a policy of not allowing multiple parties to support their IVR systems. Thus, until DoT can develop comprehensive specifications, the department requests that the contract with ConvergeOne be renewed and that the provisions of competitive bidding be waived in this instance.

The quote attached to this ordinance covers maintenance and support services for the entirety of the City's existing IVR environment for a five-year period. Year one (1) was authorized via Ordinance 0724-2021 (noted above), year two (2) was authorized via Ordinance 0994-2022. This Ordinance authorizes coverage for year three (3), as indicated on pages

two (2) and three (3) of the attached quote. The total amount in the quote represents the five-year commitment, but please note the cost for the single year renewal. The contract was most recently authorized by authority of Ordinance 0994-2022, passed on April 4, 2022 through purchase order PO320632.

This ordinance also requests that sections of Chapter 329 of Columbus City Codes, pertaining to competitive bidding, be waived.

Finally, this ordinance authorizes the expenditure of \$198,579.61 for the above-described purpose.

### **CONTRACT COMPLIANCE NUMBER**

Vendor Name: ConvergeOne, Inc.

CC#: 41-1763228, Expiration Date: 3/28/2024

DAX Vendor Acct. #: 007864

### **FISCAL IMPACT**

Funds for this contract are budgeted and available in the 2023 Department of Technology, Information Services Operating Budget.

To authorize the Director of the Department of Technology, on behalf of various city departments, to renew a contract with ConvergeOne, Inc. for maintenance and support services associated with the city's Interactive Voice Response System; to waive the competitive bidding provisions of Columbus City Code; and to authorize the expenditure of \$198,579.61 from the Department of Technology, Information Services Operating Fund. (\$198,579.61)

**WHEREAS**, on April 26, 2021, Ordinance 0724-2021 passed, authorizing a contract, via a waiver of competitive bids, with ConvergeOne to continue maintenance and support of the city's Interactive Voice Response system; and

**WHEREAS**, ConvergeOne submitted a five-year quote, to be renewed (with Council approval) on an annual basis, for the contract authorized by Ordinance 0724-2021. The quote attached to this ordinance covers maintenance and support services for the entirety of the City's existing IVR environment for a five-year period. Year one (1) was authorized via Ordinance 0724-2021 (noted above), year two (2) was authorized via Ordinance 0994-2022 (noted above). This Ordinance authorizes coverage for year three (3), as indicated on pages two and 3 of the attached quote. The total amount in the quote represents the five (5) year commitment but please note the cost for the single year renewal. The contract was most recently authorized by authority of Ordinance 0994-2022, passed on April 4, 2022 through purchase order PO320632; and

**WHEREAS**, the Department of Technology, on behalf of various city departments, wishes to renew the contract with ConvergeOne, Inc. for maintenance and support services associated with the Genesys Interactive Voice Response (IVR) system for year three (3); and

**WHEREAS**, the Department of Technology requests that sections of Chapter 329 of Columbus City Codes, pertaining to competitive bidding, be waived; and

**WHEREAS**, the cost to renew the contract for maintenance and support services totals \$198,579.61 and is for a one-year period, beginning on April 30, 2023 and ending on April 29, 2024. Contingency funds in the amount of \$15,000.00 are included in the total cost of \$198,579.61; and

**WHEREAS**, it has become necessary in the usual daily operation of the Department of Technology to authorize the Director, on behalf of the various city departments, to enter into a contract with ConvergeOne, Inc. to continue maintenance and support of the City's IVR system;

**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 various city departments, is hereby authorized to enter into contract with ConvergeOne, Inc., in the amount of \$198,579.61, for the term of one (1) year, beginning on April 30, 2023 and ending on April 29, 2024. Contingency funds in the amount of \$15,000.00 are included in the total cost of \$198,579.61.

**SECTION 2.** That the expenditure of \$198,579.61 or so much thereof as may be necessary is hereby authorized to be expended as follows (please see 0507-2023 EXP).

**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 this Council finds it is in the City's best interest to waive the competitive bidding provisions of City Code for the above-mentioned purposes.

**SECTION 6.** That this ordinance shall take effect and be in force from and after the earliest period allowed by law.