



## Legislation Text

File #: 0185-2015, Version: 1

### **BACKGROUND:**

This ordinance authorizes the Director of the Department of Technology to renew an agreement with North American Communication Resources (NACR) to provide technology systems, software licensing and support, and associated professional 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 (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. This ordinance will authorize the first renewal option (year 2 of a 5 year contract) for the term April 1, 2015 to March 31, 2016. With this renewal, the City will obtain new IVR software licenses at a cost of \$6,024.98, annual maintenance and support at a cost of \$99,211.35, and professional services at a cost of \$10,000.00. The total funding needed for this renewal is \$115,236.33.

### **FISCAL IMPACT:**

In 2013 and 2014, the Department of Technology expended \$225,695.95 and \$112,342.51 respectively with NACR (formerly G3 Technology Partners) related to the City's interactive voice response (IVR) system. The 2015 cost associated with this ordinance is \$115,236.33, with funds for this expense coming from the Department of Technology, Internal Service Fund. Including this renewal, the aggregate contract total amount is \$227,578.84. This ordinance is contingent on the passage of the 2015 City of Columbus Operating Budget.

### **CONTRACT COMPLIANCE:**

Vendor: North American Communications Resources (NACR)  
09/05/2015

CC# : 41 - 1763228

Expiration Date:

To authorize the Director of the Department of Technology, to renew an agreement with North American Communication Resources (NACR) to provide technology systems, software licensing and support, and associated professional services in support of the City's interactive voice response (IVR) system; to authorize the expenditure of \$115,236.33 from the Department of Technology, Internal Service Fund. (\$115,236.33)

**WHEREAS**, this ordinance authorizes the Director of the Department of Technology to renew an agreement with North American Communication Resources (NACR) to provide technology systems, software licensing and support, and associated professional 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; and

**WHEREAS**, The original agreement (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; and

**WHEREAS**, this ordinance will authorize the first renewal option (year 2 of a 5 year contract) for the term April 1, 2015 to March 31, 2016. With this renewal, the City will obtain new IVR software licenses at a cost of \$6,024.98, annual maintenance and support at a cost of \$99,211.35, and professional services at a cost of \$10,000.00. The total funding needed for this renewal is \$115,236.33; and

**WHEREAS**, it is necessary for the Director of the Department of Technology to renew an agreement with North American Communication Resources (NACR) 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 North American Communication Resources (NACR) 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 first renewal option (year 2 of a 5 year contract) for the term April 1, 2015 to March 31, 2016. With this renewal, the City will obtain new IVR software licenses at a cost of \$6,024.98, annual maintenance and support at a cost of \$99,211.35, and professional services at a cost of \$10,000.00. The total funding needed for this renewal is \$115,236.33.

**SECTION 2:** That the expenditure of \$115,236.33 or so much thereof as may be necessary is hereby authorized to be expended from:

**3358 - Licenses (\$6,024.98):**

Dept./Div. 47-02| Fund 514| Subfund: 001| OCA Code: 470202| Obj. Level 1: 03|Obj. Level 3: 3358| Amount: \$2,787.48|

Dept./Div. 47-01| Fund 514| Subfund: 550| OCA Code: 514550| Obj. Level 1: 03|Obj. Level 3: 3358| Amount: \$197.49|

Dept./Div. 47-01| Fund 514| Subfund: 600| OCA Code: 514600| Obj. Level 1: 03|Obj. Level 3: 3358| Amount: \$1,256.15|

Dept./Div. 47-01| Fund 514| Subfund: 650| OCA Code: 514650| Obj. Level 1: 03|Obj. Level 3: 3358| Amount: \$1,408.31|

Dept./Div. 47-01| Fund 514| Subfund: 675| OCA Code: 514675| Obj. Level 1: 03|Obj. Level 3: 3358| Amount: \$375.55|

**3336 - Professional Services (\$10,000.00):**

Dept./Div. 47-02| Fund 514| Subfund: 001| OCA Code: 280735| Obj. Level 1: 03|Obj. Level 3: 3336| Amount: \$10,000.00|

**3372 - Maintenance & Support (\$99,211.35):**

Dept./Div. 47-01| Fund 514| Subfund: 550| OCA Code: 514550| Obj. Level 1: 03|Obj. Level 3: 3372| Amount: \$3,933.73|

Dept./Div. 47-01| Fund 514| Subfund: 600| OCA Code: 514600| Obj. Level 1: 03|Obj. Level 3: 3372| Amount: \$25,021.10|

Dept./Div. 47-01| Fund 514| Subfund: 650| OCA Code: 514650| Obj. Level 1: 03|Obj. Level 3: 3372| Amount: \$28,052.00|

Dept./Div. 47-01| Fund 514| Subfund: 675| OCA Code: 514675| Obj. Level 1: 03|Obj. Level 3: 3372| Amount:  
\$7,480.54|

Dept./Div. 47-01| Fund 514| Subfund: 010| OCA Code: 590147| Obj. Level 1: 03|Obj. Level 3: 3372| Amount:  
\$14,881.71|

Dept./Div. 47-02| Fund 514| Subfund: 001| OCA Code: 470202| Obj. Level 1: 03|Obj. Level 3: 3372| Amount:  
\$19,842.27|

**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.