



## Legislation Text

File #: 1405-2018, Version: 1

### **BACKGROUND:**

This ordinance authorizes the Director of the Department of Technology (DoT) to modify an agreement with ConvergeOne, to provide system hardware equipment, software, maintenance support, and services to provide Interactive Voice Response (IVR) services to the Department of Public Utilities Power section with the City's interactive voice response (IVR) system. The IVR system supports the City's 311, Utilities, and Technology Help Desk call centers. The department via SA005214 established an agreement (EL015526) with (4) four annual renewal options under ordinance 0177-2014 passed by council March 31, 2014 to acquire IVR equipment, software, maintenance and support, and services. Ordinance 0776-2016 passed May 23, 2016 for the IVR system annual maintenance and support services. The third renewal was authorized under the authority of ordinance 1016-2017, passed May 1, 2017 (PO061361). The fourth and final renewal was most recently authorized under the authority of ordinance 0344-2018, passed 3/5/2018.

This ordinance will authorize a total cost of \$49,846.88 with ConvergeOne to build and install an IVR system which entails the following: \$18,530.00 for software licenses, \$435.00 for hardware-gateway, \$4,981.88 for software and maintenance and support, \$21,400.00 for professional services, and a \$4,500.00 contingency for any unforeseen expenses that may occur. The term of the agreement will be one (1) year from the date of a confirmed/certified purchase order from the City Auditor's office.

1. **Amount of additional funds to be expended: \$49,846.88**

|   |                    |
|---|--------------------|
| Original contract amount (Ord. #:0177-2014):            | \$112,342.51       |
| Modification#1 Term extension only (Ord. #: 2345-2014)  | \$ -0-             |
| Maintenance and support agreement (Ord. #: 0185-2015):  | \$115,236.33       |
| Maintenance and Support - 2016 (Ord. #:0776-2016)       | \$103,878.62       |
| Modification #2 (upgrade - Ord. 2753-2016):             | \$119,151.58       |
| Maintenance and Support - 2017 (Ord. #: 1016-2017):     | \$126,229.01       |
| Maintenance and Support - 2018 (Ord. #: 0344-2018):     | \$120,994.64       |
| Modification#3 (via this Ord. #1405-2018)               | <u>\$49,846.88</u> |
| Total aggregate amount of contract and modification(s): | \$747,679.57       |

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

New service needed for call center functionality. System modification is required due to service request.

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

Existing contract put into place for this function, 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:**

Cost is based on contracted rates that were determined through the City's bid solicitation process. Technical requirements were the foundation of identifying the scope of the modification. Quote was provided by the vendor and accepted by the City of Columbus, Department of Technology and the Department of Public Utilities.

ConvergeOne is proposing the expansion of the City of Columbus's PureConnect solution to support the Division of

Power Call Center. ConvergeOne is proposing software, hardware and professional services as defined in the associated quote for the solution. ConvergeOne will work with the City/client to develop and implement (1) automated attendant call flows. The call flow will contain normal processes such as extension dialing, dial by name and transfer to workgroups based on digits entered as the normal business profile. Additionally, ConvergeOne will develop the call flow processes for after hours, weekend, holiday and alternate (emergency) processing.

**EMERGENCY:**

Emergency action is requested to ensure that the necessary purchase order for equipment and services are established in a timely manner and for the end-of-life equipment to be replaced as soon as possible.

**CONTRACT COMPLIANCE NUMBERS:**

Vendor Name: ConvergeOne

CC#: 41-1763228;

Expiration Date: 12/28/2019

(DAX Vendor Account #:007864)

**FISCAL IMPACT:**

In 2017 and earlier this year (2018), the department legislated \$126,229.01 and \$120,994.64, respectively for annual IVR maintenance and support. Approval of this ordinance will allow for the expenditure of \$49,846.88, for the IVR upgrade project, utilizing the ConvergeOne, Inc. contract. Funding for this project in the amount of \$49,846.88 is available within the Department of Technology, direct charge agency, Information Services Operating Fund. The cost associated with this ordinance is \$49,846.88.

To authorize the Director of the Department of Technology to modify an agreement with ConvergeOne, Inc. and establish a purchase order for the acquisition of equipment, software, maintenance support, and professional services associated with the IVR system upgrade project; to authorize the expenditure of \$49,846.88 from the Department of Technology, Information Services Operating Fund; and to declare an emergency. (\$49,846.88)

**WHEREAS**, the Department of Technology's Telephone Services provides IVR connectivity that allows the City's call center functionality; and

**WHEREAS**, currently, the Department of Technology has a need to upgrade IVR equipment and services to the Department of Public Utilities Power section call center; and

**WHEREAS**, the services needed through the approval of this ordinance consist of hardware, maintenance, and professional service purchases associated with the IVR upgrade; and

**WHEREAS**, it is necessary for the Department of Technology, to modify an existing contract and establish a purchase order with ConvergeOne, Inc. (formerly known as North American Communication Resources - NACR) in the amount of \$49,846.88 (inclusive of a \$4,500.00 contingency for any unforeseen expenses that may occur) with a term period of one (1) year from the date of a certified purchase order from the City's Auditor's office; and

**WHEREAS**, this ordinance will authorize a total cost of \$49,846.88 with ConvergeOne to build and install an IVR system which entails the following: \$18,530.00 for software licenses, \$435.00 for hardware-gateway, \$4,981.88 for software and maintenance and support, \$21,400.00 for professional services, and a \$4,500.00 contingency for any unforeseen expenses that may occur; 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 to modify an agreement with ConvergeOne, Inc. in connection with the IVR upgrade project, 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 modify an existing contract with ConvergeOne, (formerly known as North American Communication Resources - NACR) to provide system hardware, software, maintenance, and professional services to upgrade the City's interactive voice response (IVR) system in connection with the IVR upgrade project in the amount of \$49,846.88 (which includes the following: \$18,530.00 for software licenses, \$435.00 for hardware-gateway, \$4,981.88 for software and maintenance and support, \$21,400.00 for professional services, and a \$4,500.00 contingency funding for any unforeseen expenses that may occur) for a term period of one (1) year from the date of a confirmed/certified purchase order from the City Auditor's office.

**SECTION 2:** That the expenditure of \$49,846.88 or so much thereof as may be necessary is hereby authorized to be expended from: (See attachment 1405-2018 EXP)

**63945 = \$18,530.00**

**Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63945| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1308 {Electricity}|Amount: \$1,130.33|**

**Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63945| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1309 {Water}|Amount: \$7,189.64|**

**Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63945| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1310 {Sanitary Sewer}|Amount: \$8,060.55|**

**Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63945| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1311 {Storm Sewer}|Amount: \$2,149.48|**

**63946 = \$4,981.88**

**Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63946| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1308 {Electricity}|Amount: \$303.90|**

**Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63946| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1309 {Water}|Amount: \$1,932.97|**

**Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63946| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1310 {Sanitary Sewer}|Amount: \$2,167.11|**

**Dept/Div.: 47-01|Obj Class: 03 |Main Account: 63946| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1311 {Storm Sewer}|Amount: \$577.90|**

**63320 = \$435.00**

**Dept/Div.: 47-01|Obj Class: 02 |Main Account: 62030| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1308 {Electricity}|Amount: \$26.54|**

**Dept/Div.: 47-01|Obj Class: 02 |Main Account: 62030| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1309 {Water}|Amount: \$168.78|**

**Dept/Div.: 47-01|Obj Class: 02 |Main Account: 62030| Fund: 5100|Sub-fund: 510001|Program:CW001|Section 3:470104| Section 4:IS02|Section 5: IT1310 {Sanitary Sewer}|Amount: \$189.22|**

**Dept/Div.: 47-01|Obj Class: 02 |Main Account: 62030| Fund: 5100|Sub-fund: 510001|Program:CW001|Section**

3:470104| Section 4:IS02|Section 5: IT1311 {Storm Sewer}|Amount: \$50.46|

**63050 = \$21,400.00**

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: \$1,305.40|

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: IT1309 {Water}|Amount: \$8,303.20|

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: \$9,309.00|

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: \$2,482.40|

**Contingency Funds (63050) = \$4,500.00**

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: \$274.50|

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: IT1309 {Water}|Amount: \$1,746.00|

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: \$1,957.50|

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: \$522.00|

There is contingency funds of \$4,500.00 built into this funding request.

**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.