



# City of Columbus

Office of City Clerk  
90 West Broad Street  
Columbus OH 43215-9015  
columbuscitycouncil.org

## Legislation Text

File #: 0406-2020, Version: 1

This ordinance authorizes the Director of the Department of Technology (DoT), on behalf of various departments, to modify an agreement with ConvergeOne, Inc. to provide hardware, software, maintenance and support, and professional services for the city's enterprise Interactive Voice Response (IVR) System.

Commodities and services being procured via this ordinance include:

- Hardware (\$72,580.00), software (\$23,086.42) and system maintenance (\$10,104.10) to enable the integration of the IVR and Accela Permitting and Inspection systems in the Department of Building and Zoning Services.
- IVR maintenance and support for the Departments of Neighborhood Services (\$20,751.09) Technology (\$27,668.13) and Public Utilities (\$89,921.41)
- Professional services, if needed (contingency) to assist with the above-noted IVR maintenance and support, for the Departments of Technology (\$16,000.00) and Public Utilities (\$40,000.00)

The total expenditure being authorized for this contract modification is \$300,111.15.

This IVR system is used by the city's 311, Public Utilities, BZS, and Technology Help Desk call centers. The Department of Technology 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. Ordinance 0177-2014 authorized a one-year contract with four annual renewal options. Since the last renewal option has been exhausted, the department requests to waive the provisions of competitive bidding.

The coverage term period of this contract agreement will be for one year, starting on April 30, 2020 through April 29, 2021

1. <b><u>Amount of additional funds to be expended:</u></b>	<b><u>\$ 300,111.15</u></b>	
Original contract amount (Ord. #:0177-2014):	\$112,342.51	
Modifications (1-3)		417,038.60
Maintenance and support renewals	218,298.46	
Modification #4 (Ord. #: 2764-2018)	49,300.00	
Modification # 5(Ord. 0768-2019)	192,937.92	
Modification #5 (This mod via Ord. #: 0406-2020)	<u>300,111.15</u>	
Total aggregate amount of contracts and modification(s):	<b>1,290,028.64</b>	

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

This is an on-going project, the services from which benefit many city departments. This ordinance is being done to enable the integration of the IVR and Accela Permitting and Inspection systems in the Department of Building and Zoning Services and to continue provision of maintenance and support and professional services for IVR systems in other city departments.

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

The current vendor is familiar with the city's IVR infrastructure and is providing design, implementation, maintenance and support and professional services at this time. To change course at this point would be disruptive and detrimental to the project and to on-going services.

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

Quotes were provided by the vendor and accepted by the City of Columbus, Department of Technology for the BZS custom integration and for continuation of the other noted services.

This ordinance also authorizes the transfer of funds in Building and Zoning's direct charge appropriation within DoT's Information Services Operating Fund budget from materials and supplies (02) to equipment (06) to accommodate the purchase of hardware in Building and Zoning Services for the IVR and Accela system integration.

**EMERGENCY:**

Emergency action is requested to ensure that the necessary contract modification and purchase order for the above-described services occur in timely manner to ensure service provision without interruption.

**CONTRACT COMPLIANCE NUMBER:**

Vendor Name: ConvergeOne, Inc. CC#: 41-1763228; Expiration Date: 10/31/2021  
(DAX Vendor Acct. #:007864)

**FISCAL IMPACT:**

All services and projects noted in this ordinance were budgeted in the recently adopted 2020 operating budget.

To authorize the Director of the Department of Technology, on behalf of various city departments, to modify an agreement with ConvergeOne, Inc. for procurement of hardware, software, maintenance and support and professional services to enable the integration of the city's Interactive Voice Response (IVR) System and the Accela Permitting and Inspection system in the Department of Building and Zoning Services and to continue maintenance and support of the IVR system in the Departments of Neighborhoods, Public Utilities and Technology; to authorize the transfer of \$5,420.00 within the Department of Technology Information Services Operating Fund, from materials and supplies to equipment; to waive the competitive bidding provisions of City Code; to authorize the expenditure of \$300,111.15 from the Department of Technology, Information Services Operating Fund for the above-stated purpose; and to declare an emergency. (\$300,111.15)

**WHEREAS**, the Department of Technology is working with the Department of Building and Zoning Services to integrate the IVR and Accela Permitting and Inspection systems in that department; and

**WHEREAS**, the Department of Technology, on behalf of the Departments of Neighborhood Services and Public Utilities, desires to modify an existing contract for provision of maintenance and support and professional services related to the Interactive Voice Response Systems in those departments as well as in the Department of Technology; and

**WHEREAS**, to accommodate the desired purchase on behalf of the Department of Building and Zoning Services, it is necessary to transfer \$5,420.00 in direct charge budget authority within the Information Services operating fund, from object class 02 (materials and supplies) to object class 06 (equipment).

**WHEREAS**, to allow for the above-mentioned contract modification, it is necessary to waive the provisions of competitive bidding; 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 various city departments, to modify

an agreement with ConvergeOne, Inc. to ensure service provision without interruption, 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 Departments of Building and Zoning Services, Neighborhood Services and Public Utilities, is hereby authorized to modify an agreement with ConvergeOne, Inc., in the amount of \$300,111.15 for hardware, software, maintenance and support and professional services, for a term of one-year, starting on April 30, 2020 and ending on April 29, 2021.

**SECTION 2.** 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 3.** That the transfer of \$5,420.00 be and is hereby authorized within the Information Services Operating Fund as follows (see 0406-2020EXP):

**From:**

**Dept./Div.:** 47-01 | **Fund:** 5100 | **Sub fund:** 510001 | **Object Class:** 02 | **Main Account:** 62030 | **Program:** CW001 |  
**Section 3:** 470104 | **Section 4:** IS02 | **Section 5:** IT1303 | **Amount:** \$5,420.00

**To:**

**Dept./Div.:** 47-01 | **Fund:** 5100 | **Sub fund:** 510001 | **Object Class:** 06 | **Main Account:** 66530 | **Program:** CW001 |  
**Section 3:** 470104 | **Section 4:** IS02 | **Section 5:** IT1303 | **Amount:** \$5,420.00

**SECTION 4:** That the expenditure of \$300,111.15 or so much thereof as may be necessary is hereby authorized to be expended as follows (see 0406-2020EXP):

**Dept./Div.:** 47-01 | **Fund:** 5100 | **Sub fund:** 510001 | **Object Class:** 06 | **Main Account:** 66530 | **Program:** CW001 |  
**Section 3:** 470104 | **Section 4:** IS02 | **Section 5:** IT1303 | **Amount:** \$5,419.13

**Dept./Div.:** 47-01 | **Fund:** 5100 | **Sub fund:** 510001 | **Object Class:** 03 | **Main Account:** 63050 | **Program:** CW001 |  
**Section 3:** 470104 | **Section 4:** IS02 | **Section 5:** IT1303 | **Amount:** \$72,580.00

**Dept./Div.:** 47-01 | **Fund:** 5100 | **Sub fund:** 510001 | **Object Class:** 03 | **Main Account:** 63945 | **Program:** CW001 |  
**Section 3:** 470104 | **Section 4:** IS02 | **Section 5:** IT1303 | **Amount:** \$17,667.29

**Dept./Div.:** 47-01 | **Fund:** 5100 | **Sub fund:** 510001 | **Object Class:** 03 | **Main Account:** 63946 | **Program:** CW001 |  
**Section 3:** 470104 | **Section 4:** IS02 | **Section 5:** IT1303 | **Amount:** \$10,104.10

**Dept./Div.:** 47-01 | **Fund:** 5100 | **Sub fund:** 510001 | **Object Class:** 03 | **Main Account:** 63260 | **Program:** CW001 |  
**Section 3:** 470104 | **Section 4:** IS01 | **Section 5:** IT1236 | **Amount:** \$20,751.09

**Dept./Div.:** 47-01 | **Fund:** 5100 | **Sub fund:** 510001 | **Object Class:** 03 | **Main Account:** 63260 | **Program:** CW001 |  
**Section 3:** 470104 | **Section 4:** IS02 | **Section 5:** IT1308 | **Amount:** \$5,485.21

**Dept./Div.:** 47-01 | **Fund:** 5100 | **Sub fund:** 510001 | **Object Class:** 03 | **Main Account:** 63260 | **Program:** CW001 |  
**Section 3:** 470104 | **Section 4:** IS02 | **Section 5:** IT1309 | **Amount:** \$34,889.51

**Dept./Div.:** 47-01 | **Fund:** 5100 | **Sub fund:** 510001 | **Object Class:** 03 | **Main Account:** 63260 | **Program:** CW001 |  
**Section 3:** 470104 | **Section 4:** IS02 | **Section 5:** IT1310 | **Amount:** \$39,115.81

**Dept./Div.:** 47-01 | **Fund:** 5100 | **Sub fund:** 510001 | **Object Class:** 03 | **Main Account:** 63260 | **Program:** CW001 |

**Section 3: 470104 | Section 4: IS02 | Section 5: IT1311 | Amount: \$10,430.88**

**Dept./Div.: 47-01 | Fund: 5100 | Sub fund: 510001 | Object Class: 03 | Main Account: 63050 | Program: CW001 |  
Section 3: 470104 | Section 4: IS02 | Section 5: IT1308 | Amount: \$2,440.00**

**Dept./Div.: 47-01 | Fund: 5100 | Sub fund: 510001 | Object Class: 03 | Main Account: 63050 | Program: CW001 |  
Section 3: 470104 | Section 4: IS02 | Section 5: IT1309 | Amount: \$15,520.00**

**Dept./Div.: 47-01 | Fund: 5100 | Sub fund: 510001 | Object Class: 03 | Main Account: 63050 | Program: CW001 |  
Section 3: 470104 | Section 4: IS02 | Section 5: IT1310 | Amount: \$17,400.00**

**Dept./Div.: 47-01 | Fund: 5100 | Sub fund: 510001 | Object Class: 03 | Main Account: 63050 | Program: CW001 |  
Section 3: 470104 | Section 4: IS02 | Section 5: IT1311 | Amount: \$4,640.00**

**Dept./Div.: 47-02 | Fund: 5100 | Sub fund: 510001 | Object Class: 03 | Main Account: 63260 | Program: IT005 |  
Section 3: NA | Section 4: NA | Section 5: NA | Amount: \$27,668.13**

**Dept./Div.: 47-02 | Fund: 5100 | Sub fund: 510001 | Object Class: 03 | Main Account: 63050 | Program: IT005 |  
Section 3: NA | Section 4: NA | Section 5: NA | Amount: \$16,000.00**

**SECTION 5:** 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 6:** 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 7:** 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.