



Legislation Text

File #: 1765-2020, Version: 1

BACKGROUND:

This ordinance authorizes the Director of the Department of Technology (DoT), on behalf of the Director of the Department of Neighborhoods, to enter into a contract with Rock Solid Technology, Inc. for provisioning and hosting of a new 311 Respond System. The new system will enhance the customer experience, improve internal work flows and allow for better use of data. Replacing the system that has been used since 311 first opened in 2006 will allow Columbus' 311 Customer Service Center to have the up-to-date functionality our residents and City staff expect. Rock Solid Technology will help the City deliver an extensive list of system requirements created in partnership with the Departments of Public Service, Development, Building and Zoning Services, Health, Recreation and Parks, Safety and Public Utilities as well as CelebrateOne. Use of a commercial off-the-shelf system adopted in other communities will provide the Columbus' 311 with ongoing access to industry best practices. The term of this contract agreement is for five (5) years from the date of a purchase order certified/confirmed by the City Auditor's Office, at a cost of \$1,000,000.00. This agreement includes annual options, subject to mutual agreement and approval of proper City authorities.

To procure these services, a Request for Statement of Qualifications (RFSQ - SA011653) was published March 1, 2019. The solicitation received five (5) response proposals, which were scored by an evaluation committee from City departments. four vendors were offered the opportunity to provide in person demonstrations. Twenty individuals from eight (8) Departments participated in scoring the presentations. Three (3) vendors were then invited to respond to a series of clarifying follow-up questions. The committee determined that Rock Solid Technology, Inc. solution met all requirements outlined in the RFSQ. The committee recommended an award to the Director of the Department of Technology and Department of Neighborhoods and was accepted.

Due to the time required to fully review and evaluate all proposals, the bid that was submitted by Rock Solid Technology, Inc. in April of 2019 has since expired. The vendor has agreed to honor the pricing and terms and conditions presented in their April 2019 bid proposal. Because the bid expired, it is necessary that this ordinance requests waiver of competitive bidding provisions of Columbus City Code.

FISCAL IMPACT:

The cost associated with this contract agreement is \$1,000,000.00 with Rock Solid Technology, Inc.. The funds to cover this expense are budgeted and available within the Department of Technology, Capital Improvement Bond Fund (P470066-100000).

EMERGENCY:

Emergency action is requested to expedite authorization of this contract in order to initiate services from the supplier at the prices proposed.

CONTRACT COMPLIANCE:

Vendor: Rock Solid Technology, Inc. (DAX Acct. No.#: 033090); C.C.#FID#: EBO_CC033090; 74-272901;
Expiration Date: 7/21/2022

To authorize the Director of the Department of Technology (DoT), on behalf of the Director of the Department of Neighborhoods, to enter into a contract with Rock Solid Technology, Inc. for provisioning and hosting of a new 311 Respond System; to waive the competitive bidding provisions of the Columbus City Code; to authorize the expenditure of \$1,000,000.00 from the Department of Technology, Capital Improvement Bond Fund; and to declare an emergency. (\$1,000,000.00)

WHEREAS, a Request for Statement of Qualifications (RFSQ - SA011653) was published March 1, 2019. The solicitation received five (5) response proposals, which were scored by an evaluation committee from City departments. The committee determined that the Rock Solid Technology, Inc. solution met all requirements outlined in the RFSQ. The committee recommended an award to the Directors of the Departments of Technology and Neighborhoods and was accepted; and

WHEREAS, Rock Solid Technology, Inc. provides a complete system that will address the requirements and help achieve the goals of the project to enhance the customer experience, improve internal work flows and allow for better use of data; and

WHEREAS, it is necessary to authorize the Director of the Department of Technology (DoT), on behalf of Director of the Department of Neighborhoods, to enter into a contract with Rock Solid Technology, Inc. for provisioning and hosting of a new 311 Respond System, in the amount of \$1,000,000.00; and

WHEREAS, the contract coverage term period is five (5) years from the date of a purchase order certified/confirmed by the City Auditor's Office. The total cost is \$1,000,000.00. This contract includes annual renewal options, subject to mutual agreement and approval of proper City authorities; and

WHEREAS, due to the time required to fully review and evaluate all proposals, the bid that was submitted by Rock Solid Technology, Inc. in April of 2019 has since expired. The vendor has agreed to honor the pricing and terms and conditions presented in their April 2019 bid proposal. Because the bid expired, this ordinance requests a waiver of competitive bidding requirements of Columbus City Code, Chapter 329; and

WHEREAS, an emergency exists in the usual daily operation of the Department of Technology (DoT) in that it is immediately necessary to authorize the Director, on behalf of the Department of Neighborhoods, to enter into a contract with Rock Solid Technology, Inc. for provisioning and hosting of a new 311 Respond System, thereby preserving 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 (DoT), on behalf of the Director of the Department of Neighborhoods, is hereby authorized to enter into a contract with Rock Solid Technology, Inc. for provisioning and hosting of a new 311 Respond System. The term is for five (5) years from the date of a purchase order certified/confirmed by the City Auditor's Office. This agreement includes annual options, subject to mutual agreement and approval of proper City authorities. The cost for this five (5) year contract is \$1,000,000.00.

SECTION 2. That the expenditure of \$1,000,000.00 or so much thereof as may be necessary is hereby authorized to be expended from **(Please see 1765-2020 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 the City Auditor is hereby authorized to transfer the unencumbered balance in a project account to the unallocated balance account within the same fund upon receipt of certification by the Director of the Department administering said project that the project has been completed and the monies no longer required for said project.

SECTION 6. That this Council finds it is in the City's best interest to waive the competitive bidding provisions of City Code Chapter 329 to enter into this contract.

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.