



City of Columbus

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

Legislation Text

File #: 1732-2020, Version: 1

This ordinance authorizes the Director of the Department of Technology (DoT), on behalf of various city departments, to modify an agreement with ConvergeOne, Inc. to provide software licensing and services for the city's enterprise Interactive Voice Response (IVR) System. Due to COVID-19, 311, BZS, and Public Utilities are extending the City's existing City Call Centers to provide for remote access by City Call Center staff to support Telework. Also, Columbus Public Health will create on-site and a remote call center utilizing IVR for staff, contractors and/or volunteers to provide COVID-19 testing and contact tracing services to the public which includes remote telephone access planned by Columbus Public Health. The coverage term period is through April 29, 2021. The total expenditure being authorized for this contract modification is \$1,306,494.02 (which includes hardware - \$3,625.00, software - \$727,529.32, maintenance and support - \$182,323.70, and professional services - \$393,016.00).

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 through April 29, 2021

1. **Amount of additional funds to be expended:** **\$ 1,306,494.02**

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 # 6 (Ord. #: 0406-2020)	300,111.15	
Modification # 7 (This mod via Ord. #: 1732-2020)	<u>1,306,494.02</u>	
Total aggregate amount of contracts and modification(s):	2,596,522.66	
2. **Reason additional goods/services could not be foreseen:**

These are on-going projects, the services from which benefit many city departments. This ordinance is being done to enable the current IVR system to provide Telework capabilities to continue to mitigate the spread of COVID-19.
3. **Reason other procurement processes are not used:**

The current vendor is familiar with the city's IVR infrastructure and has provided design, implementation, maintenance and support and professional services in the past. To change course at this point would be disruptive and detrimental to the projects 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.

EMERGENCY:

Emergency action is requested to ensure that the necessary contract modification and purchase order for the above described services and statements of work occur in a timely manner to ensure service provision without interruption to mitigate the spread of the COVID-19 pandemic.

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 not previously accounted for in the 2020 Budget due to COVID-19.

To authorize the Director of the Department of Technology, on behalf of various city departments, to modify an agreement with ConvergeOne, Inc. for hardware, software, maintenance and support, and professional services to enable the city's Interactive Voice Response (IVR) System to utilize Telework to mitigate the spread of COVID-19; to waive the competitive bidding provisions of City Code; to authorize the expenditure of \$1,306,494.02 from the Department of Technology, CARES Act Funds; and to declare an emergency. (\$1,306,494.02)

WHEREAS, the Department of Technology, on behalf of various city departments, has a need to modify an existing contract for hardware, software, maintenance and support, and professional services related to the Interactive Voice Response (IVR) Systems in city departments as well as in the Department of Technology to mitigate the spread of COVID-19; and

WHEREAS, the COVID-19 pandemic has resulted in the need to modify an existing contract for the City's IVR system to provide for more remote access and to support telework due to the public health emergency with respect to the Coronavirus Disease 2019; and

WHEREAS, expenditure of CARES Act funding for the purchase of hardware, software, maintenance and support, and professional services for the 2020 COVID-19 Remote Worker/Telework Solution, Impound Lot Contact Center, and the Public Health Department Genesys Cloud Solution, in the amount of \$1,306,494.02 (which includes hardware - \$3,625.00, software - \$727,529.32, maintenance and support - \$182,323.70 and professional services - \$393,016.00) which is necessary to address acquiring more remote access, support telework and create the Impound Lot Contact Center caused by the COVID-19 public health emergency; and

WHEREAS, such expenditure of funds has not been previously accounted for in the 2020 Budget; and

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 usual daily operation of the Department of Technology in that it is immediately necessary to authorize the Director, 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 various city departments, is hereby authorized to modify an agreement with ConvergeOne, Inc., in the amount of \$1,306,494.02 (which includes hardware - \$3,625.00, software - \$727,529.32, maintenance and support - \$182,323.70 and professional services - \$393,016.00) for the coverage term period through April 29, 2021.

SECTION 2: That CARES Act Funds shall be used to procure the software licensing and services to support working remotely in an effort to mitigate the spread of COVID-19, consistent with the intent of the CARES Act Funding.

SECTION 3: That the expenditure of \$1,306,494.02 or so much thereof as may be necessary is hereby authorized to be expended as follows **(please see 1732-2020 EXP CARES Act):**

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 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 6: 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 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.