



# City of Columbus

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

## Legislation Text

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**File #: 0994-2022, Version: 1**

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This ordinance authorizes the Director of the Department of Technology (DoT), on behalf of various city departments, to exercise a renewal option of a contract with ConvergeOne, Inc. for maintenance and support services associated with the Genesys Interactive Voice Response (IVR) system. The cost to renew the contract for these services totals \$183,579.61 and is for a one-year period, beginning on April 30, 2022 and ending on April 29, 2023.

Various city agencies use the current IVR system, including 311, Public Utilities, Building and Zoning Services and Technology. On April 26, 2021, Ordinance 0724-2021 passed, authorizing a contract, via a waiver of competitive bids, with ConvergeOne to continue maintenance and support of the system. At that time, ConvergeOne submitted a five-year quote, to be renewed (with Council approval) on an annual basis. DoT requests that the aforementioned contract be renewed for a second year to ensure continuation the noted services, which will allow the department sufficient time to bid out maintenance and support for the entire system. Bidding out the entire system is necessary because Genesys has a policy of not allowing multiple parties to support their IVR systems. Thus, until DoT can develop comprehensive specifications, the department requests that the contract with ConvergeOne be renewed and that the provisions of competitive bidding be waived in this instance.

The quote attached to this ordinance covers maintenance and support services for the entirety of the City's existing IVR environment for a five-year period. Year-one was authorized via Ordinance 0724-2021 (noted above). This Ordinance authorizes coverage for year two, as indicated on pages two and 3 of the attached quote.

This ordinance also requests that sections of Chapter 329 of Columbus City Codes, pertaining to competitive bidding, be waived.

Finally, this ordinance authorizes the expenditure of \$183,579.61 for the above-described purpose.

### **EMERGENCY**

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

### **CONTRACT COMPLIANCE NUMBER**

Vendor Name: ConvergeOne, Inc.

CC#: 41-1763228, Expiration Date: 3/28/2024

DAX Vendor Acct. #:007864

**FISCAL IMPACT**

Funds for this contract are budgeted and available in the 2022 Information Services Operating Budget.

To authorize the Director of the Department of Technology, on behalf of various city departments, to renew a contract with ConvergeOne, Inc. for maintenance and support services associated with the city's Interactive Voice Response System; to waive the competitive bidding provisions of Columbus City Code; to authorize the expenditure of \$183,579.61 from the Department of Technology, Information Services Operating Fund; and to declare an emergency. (\$183,579.61)

**WHEREAS**, on April 26, 2021, Ordinance 0724-2021 passed, authorizing a contract, via a waiver of competitive bids, with ConvergeOne to continue maintenance and support of the city's Interactive Voice Response system; and

**WHEREAS**, ConvergeOne submitted a five-year quote, to be renewed (with Council approval) on an annual basis, for the contract authorized by Ordinance 0724-2021; and

**WHEREAS**, the Department of Technology, on behalf of various city departments, wishes to renew the contract with ConvergeOne, Inc. for maintenance and support services associated with the Genesys Interactive Voice Response (IVR) system for year two (2); and

**WHEREAS**, the Department of Technology requests that sections of Chapter 329 of Columbus City Codes, pertaining to competitive bidding, be waived; and

**WHEREAS**, the cost to renew the contract for maintenance and support services totals \$183,579.61 and is for a one-year period, beginning on April 30, 2022 and ending on April 29, 2023.

**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 enter into a contract with ConvergeOne, Inc. to continue maintenance and support of the City's 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, on behalf of various city departments, is hereby authorized to enter into contract with ConvergeOne, Inc., in the amount of \$183,579.61, for the term of one year, beginning on April 30, 2022 and ending on April 29, 2023.

**SECTION 2.** That the expenditure of \$183,579.61 or so much thereof as may be necessary is hereby authorized to be expended as follows (See 0994-2022 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 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 6.** 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.