BACKGROUND

This ordinance authorizes the Director of Technology to renew the professional services and software licensing contract with TalkDesk, Inc. for the Integrated Voice Response Replacement System contract.

The Department of Technology utilizes the Integrated Voice Response Replacement System to support multiple call centers including 311, DPU, Health, Parking Violations, DOT Tech Desk, and Building and Zoning. The intent of this contract is to continue to provide the City of Columbus, Department of Technology, with the Integrated Voice Response Replacement System. The contract includes planning and implementing workforce management automation functionality, and integrated communication methods for email and web chat.

Ordinance 2326-2024 authorized the Director of Technology to entering to contract with TalkDesk, Inc. for the Integrated Voice Response Replacement System. The contract was advertised through Vendor Services as RFQ025020 for the purchase of the above-described services and support, and was awarded to TalkDesk, Inc. The term of the initial contract was for one year starting October 1, 2024, to September 30, 2025, in the amount $876,445.00. The contract included a provision to renew four (4) one (1) year renewal options, with the approval of City Council.

This ordinance authorizes the first renewal at a total cost $471,545.00 for a period of twelve (12) months, starting on October 1, 2025, and ending on September 30, 2026.

Amount of additional funds to be expended

The original contract amount:	$876,445.00	(PO471945, Ord. 2326-2024)
Optional renewal #1:	$471,545.00	(This ordinance)

TOTAL RENEWALS: $1,347,990.00

FISCAL IMPACT:

The funds for this expenditure have been identified and are available within the Department of Technology, Fund 5100,Information Services Operating Fund for a total cost of $471,545.00.

CONTRACT COMPLIANCE

TalkDesk, Inc
Vendor Account #: 045526
Expiration date: 5/30/2025

To authorize the Director of the Department of Technology to renew the contract with TalkDesk Inc. for the Integrated Voice Response Replacement System; and to authorize the expenditure of $471,545.00 from the Department of Technology, Information Services Operating Fund. ($471,545.00)

WHEREAS, the Department of Technology utilizes the Integrated Voice Response Replacement System to support multiple call centers including 311, DPU, Health, Parking Violations, DOT Tech Desk, and Building and

Zoning; and

WHEREAS, Ord. No. 2326-2024, authorized the Director of the Department of Technology to enter into contract with TalkDesk, Inc. for the Integrated Voice Response Replacement System, professional services and software licensing; and

WHEREAS, the Department of Technology desires to renew the contract with TalkDesk, Inc. for the Integrated Voice Response Replacement System, professional services and software licensing to support multiple call centers; and

WHEREAS, the term of the original agreement was from October 1, 2024, to September 30, 2025. The contract established and authorized contract language allowed for four (4) one (1) year renewals with the approval of City Council. This ordinance authorizes the first of the four annual renewals; and

WHEREAS, the above-described renewal will be for one year, starting on October 1, 2025, and ending on September 30, 2026, at a cost of $471,545.00; and

WHEREAS, it is necessary to authorize the Director of the Department of Technology to renew a contract with TalkDesk, Inc. for the Integrated Voice Response Replacement System to support multiple call centers for the preservation of the public health, peace, property and safety; **NOW, THEREFORE,**

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF COLUMBUS:

SECTION 1. That the Director of Technology be, and hereby is, authorized to renew the contract with TalkDesk, Inc. for the Integrated Voice Response Replacement System contract in an amount up to $471,545.00. This contract has a term of 12 months beginning from October 1, 2025, and ending on September 30, 2026.

SECTION 2. That the expenditure of $471,545.00 or so much thereof as may be necessary is hereby authorized as shown in the attachment to this ordinance. (See attachment: 1508-2025EXP)

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 ordinance shall take effect and be in force from and after the earliest period allowed by law.

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