



City Council Report

Date: April 6, 2020
To: City Council
Through: Mike Kennington, Deputy City Manager/Chief Financial Officer
From: Edward Quedens, Business Services Director
Matt Bauer, Procurement Administrator
Subject: Purchase of an Automatic Call Distribution/Interactive Voice Response (ACD/IVR) System (Replacement/Lifecycle Upgrade) for various City Departments as requested by the Innovation and Technology Department **(Citywide)**

Recommendation

Council is requested to approve the purchase as recommended.

The Innovation and Technology Department and Purchasing recommend authorizing the purchase with the sole source vendor, Aspect Software, Inc.; and using State of Arizona cooperative agreements with CDWG; and iT1 Source; at \$346,000.

Background / Discussion

The current Automatic Call Distribution (ACD) and Interactive Voice Response (IVR) software version/hardware/operating system is at end of life. This system is used to automatically route calls that come into the City during and after business hours for the following department service areas: Utilities Customer Service/Credit-Collections, Municipal Court Customer Service/Collections, Information Technology and Police Help Desk, Mesa Arts Center Box Office, Tax & Licensing Customer Service, Development & Sustainability Inspections, Police Records, Transportation, and Solid Waste Commercial. In addition to managing and routing inbound/outbound calls for these areas, the system provides 24/7 automated payment, scheduling, and information options for Utilities, Municipal Court, and Development & Sustainability.

This purchase will upgrade the existing ACD/IVR solution to the latest supported software/hardware and operating system. With many departments relying upon this technology for delivery of their services, providing reliable and available ACD/IVR service is essential to the City of Mesa.

Aspect Software is the Unified IP ACD/IVR system manufacturer and is the sole provider of the Unified IP Infinity program.

Purchasing Information

Action: Award

Procurement Type: Sole Source and Cooperative Contract Use

Contract Number: 2020165

Contracting Agency/Contract Numbers:

State of Arizona/ADSPO16-098163; National IPA/R161701 (2018011-01); and State of Arizona/ADSPO17-149774

Local Consideration: Policy did not apply to this procurement method

Funding Source: Information Technology Lifecycle Management Program budget

AWARD RECOMMENDATION

Contract No. 2020165

Aspect Software, Inc. (Sole Source) – ACD/IVR Software, Hardware, Installation/Services per Q-00128094 dated 3/4/2020 at \$189,534 and annual maintenance (initial term) at \$33,631.80

iT1 Source – Dell EMC Storage and Support per State of Arizona/ADSPO16-098163 and Quote 735222 dated 1/23/2020 at \$19,265.65

CDWG – Cisco Servers and Support per National IPA 2018011-01 and Quote LGGK767 dated 2/18/2020 at \$62,240

CDWG – Microsoft Licensing and Support per State of Arizona Contract/ADSPO17-149774 and Quote LGCP237 dated 2/13/2020 at \$2,046.00

Base	\$306,717.45
Estimated 6.3% Use Tax	<u>\$19,323.20</u>
Total	\$326,040.65

Contingency Request	<u>\$19,959.35</u>
Total Amount Requested	\$346,000.00