



Board of Commissioners of Cook County

118 North Clark Street
Chicago, IL

Legislation Text

File #: 14-0095, **Version:** 1

PROPOSED CONTRACT (TECHNOLOGY)

Department(s): Bureau of Technology

Vendor: Adapt Telephony Services, LLC, Oak Brook, Illinois

Request: Authorization for the Chief Procurement Officer to enter into and execute

Good(s) or Service(s): Professional services to develop and implement an Interactive Voice Response (IVR) system, as well as accompanying software licenses

Contract Value: \$4,193,835.79

Contract period: 12/4/13 - 12/3/19

Potential Fiscal Year Budget Impact: FY 2014: \$3,549,328.65; FY 2015: \$127,625.18; FY 2016: \$127,625.18; FY 2017: \$127,625.18; FY 2018: \$127,625.18; FY 2019: \$134,006.43

Accounts: FY 2014 (715-570); FY 2015 - FY 2019 (499-220) and (490-220)

Contract Number(s): 13-18-078

Concurrence(s):

The vendor has met the Minority and Women Owned Business Enterprise Ordinance.

The Chief Procurement Officer concurs.

Summary: The Bureau of Technology (BOT) is requesting approval to enter into a six-year contract, agreement with Adapt Technology Services, LLC for the purpose of deploying a state-of-the-art Interactive Voice Response (IVR) system to provide automated answering and routing services for approximately four million callers per day, which involves seven big County agencies (Assessors, Building and Zoning, County Clerk, Clerk of the Circuit Court, Health and Hospital Systems, Risk Management, Sheriff, and Treasurer).

Currently, there are five (5) independent IVR systems utilize 408 ports and, from time-to-time, experience system overload challenges resulting from high volumes at given peak seasons such as elections and tax season. Current IVR systems are antiquated and require considerable effort on the part of user departments to keep configurations current and constituencies informed, and they are disjointed, fragmented, and inefficient to use and administer.

When the new IVR system is deployed and implemented successfully, the system will result in simplified maintenance & support; greater degree of availability; successful handling of peak call volumes; standardized customer experience across agencies; and reduced risk of equipment failure.