



# Board of Commissioners of Cook County

118 North Clark Street  
Chicago, IL

## Legislation Text

---

**File #:** 16-4223, **Version:** 1

---

### **PROPOSED CONTRACT AMENDMENT (TECHNOLOGY)**

**Department(s):** Bureau of Technology

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

**Request:** Authorization for the Chief Procurement Officer to increase contract

**Good(s) or Service(s):** Interactive Voice Response (IVR) System and accompanying software licenses

**Current Contract Period:** 12/4/2013 - 12/3/2019

**Proposed Contract Extension Period:** N/A

**Total Current Contract Amount Authority:** \$4,193,835.79

**Original Approval (Board or Procurement):** 12/4/2013 - \$4,193,835.79

**Previous Board Increase(s) or Extension(s):** N/A

**Previous Chief Procurement Officer Increase(s) or Extension(s):** N/A

**This Increase Requested:** \$189,941.40

**Potential Fiscal Impact:** FY 2016: \$189,941.40

**Accounts:** 1500909502-570

**Contract Number(s):** 13-18-078

#### **Concurrences:**

The vendor has met the Minority- and Women-owned Business Enterprise Ordinance via direct participation.

The Chief Procurement Officer concurs.

**Summary:** In December, 2013, this Board approved Contract No. 13-18-078 with Adapt Telephony Services to deploy the current Interactive Voice Response (“IVR”) system that provides automated answering and routing services for multiple County agencies and approximately four million callers per day. The Bureau of Technology (“BOT”) now requests that this Board approve an amendment to this contract in order to add IVR functionality to the BOT Service Desk.

This contract was awarded through Request for Proposals (RFP) procedures in accordance with Cook County Procurement Code. Adapt Telephony Services, LLC. was selected based on established evaluation criteria.