



Board of Commissioners of Cook County

118 North Clark Street
Chicago, IL

Legislation Details

File #: 23-4634 **Version:** 1 **Name:** TTEC Amendment 2023-2026
Type: Contract Amendment (Technology) **Status:** Approved
File created: 8/28/2023 **In control:** Technology and Innovation Committee
On agenda: 9/21/2023 **Final action:** 10/19/2023
Title: PROPOSED CONTRACT AMENDMENT (TECHNOLOGY)

Department(s): Bureau of Technology

Vendor: TTEC Digital, LLC., Greenwood Village, Colorado

Request: Authorization for the Chief Procurement Officer to extend and increase contract

Good(s) or Service(s): services for development and support of the County's enterprise-wide Interactive Voice Response System (IVR).

Original Contract Period: 12/4/2013 - 12/3/2019, with two (2), two (2) year renewal options

Proposed Amendment Type: Extension and Increase

Proposed Contract Period: Extension period 12/4/2023 - 12/3/2026

Total Current Contract Amount Authority: \$6,918,417.18

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

Increase Requested: \$3,985,792.20

Previous Board Increase(s): 9/14/2016, \$189,941.40; 6/28/2017, \$283,817.60; 2/21/2019, \$1,289,878.60; 11/4/2021, \$960,997.79

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

Previous Board Renewals: 2/21/2019, (12/4/2019-12/3/2021); 11/4/2021, (12/4/2021 - 12/3/2023)

Previous Chief Procurement Officer Renewals: N/A

Previous Board Extension(s): N/A

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

Potential Fiscal Impact: FY 2024 \$3,003,534; FY 2025 \$480,379; FY 2026 \$501,880

Accounts: 11100-1499-10155-540137 (for maintenance, hosting and software subscriptions), FY2024 CEP Request (Pro Services)

Contract Number(s): 13-18-078

Concurrences:

The vendor has met the Minority- and Women-owned Business Enterprise Ordinance via: Direct participation and partial MWBE waiver.

The Chief Procurement Officer concurs.

TECHNOLOGY: N/A

Summary: The Countywide IVR provides vital functions for citizens such as reporting for jury duty; court date reminders; refilling prescriptions; doctor appointment reminders; Property PIN lookups, Property tax sale information and elections polling place locations. These interfaces have been custom developed between the IVR vendor and the application owners, such as the Property Systems, Court Case systems, Elections systems, Pharmacy RX systems, etc. In addition, maintenance and technical support services is required during the additional three- year renewal period. The services provided through this agreement will support Bureau of Technology's ("BOT") ability to provide one Common Platform shared by all elected officials. MBE/WBE participation will be handled by Clarity Partners, 14.5%

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

Sponsors:

Indexes: F. THOMAS LYNCH, Chief Information Officer, Bureau of Technology

Code sections:

Attachments:

| Date | Ver. | Action By | Action | Result |
|------------|------|-------------------------------------|------------------------|--------|
| 10/19/2023 | 1 | Board of Commissioners | approve | Pass |
| 10/17/2023 | 1 | Technology and Innovation Committee | recommend for approval | Pass |
| 9/21/2023 | 1 | Board of Commissioners | refer | Pass |