



Board of Commissioners of Cook County

118 North Clark Street
Chicago, IL

Legislation Details

File #:	17-3098	Version:	1	Name:	Adapt Telephony Services, LLC, Oak Brook, Illinois
Type:	Contract Amendment (Technology)	Status:		Status:	Approved
File created:	4/26/2017	In control:		In control:	Board of Commissioners
On agenda:	6/28/2017	Final action:		Final action:	6/28/2017
Title:	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				
	Original Contract Period: 12/4/2013 - 12/3/2019				
	Proposed Contract Extension Period: N/A				
	Total Current Contract Amount Authority: \$4,383,777.19				
	Original Approval (Board or Procurement): 12/4/2013 - \$4,193,835.79				
	Previous Board Increase(s) or Extension(s): 9/14/2016, \$189,941.40				
	Previous Chief Procurement Officer Increase(s) or Extension(s): N/A				
	This Increase Requested: \$283,817.60				
	Potential Fiscal Impact: FY 2017 \$280,359.20, FY 2018 \$1,729.20, FY 2019 \$1,729.20				
	Accounts: Fund No. 11620, Project ID 22438, Award No. 10387				
	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.				
	N/A				
	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 extend IVR functionality for outbound court notification calls based on information provided by the Office of the Chief Judge. The functionality will improve communication with defendants concerning the location, date, and time of court appearances.				

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.

Sponsors:

Indexes: (Inactive) SIMONA ROLLINSON, Chief Information Officer, Bureau of Technology

Code sections:**Attachments:**

Date	Ver.	Action By	Action	Result
6/28/2017	1	Board of Commissioners	approve	Pass