



Board of Commissioners of Cook County

118 North Clark Street
Chicago, IL

Legislation Text

File #: 17-3098, **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

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.