



Board of Commissioners of Cook County

118 North Clark Street
Chicago, IL

Legislation Text

File #: 19-1219, **Version:** 1

PROPOSED CONTRACT AMENDMENT (TECHNOLOGY)

Department(s): Bureau of Technology

Vendor: Avtex Solutions, LLC, Minneapolis, Minnesota

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

Good(s) or Service(s): Interactive Voice Response (IVR) System Consolidation and Replacement

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

Proposed Contract Extension Period: 12/4/2019 - 12/3/2021

Total Current Contract Amount Authority: \$4,667,594.79

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 (Amendment 1); 6/28/2017, \$283,817.60 (Amendment 2)

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

This Increase Requested: \$1,289,878.60

Potential Fiscal Impact: FY 2019 \$738,682.58, FY 2020 \$441,240.00, FY2021 \$109,956.02

Accounts: 11569.1009.21120.560225, P_21265; 11620.1009.21120.560225, P_23899; 11100.1499.10155.540135

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.

Summary: This increase and first of two (2) two-year renewal options will allow the Bureau of Technology to continue to receive Interactive Voice Response System services. In December, 2013, this Board approved Contract No. 13-18-078 with Adapt Telephony Services, LLC 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. Adapt Telephony Services, LLC was acquired by Avtex Solutions, LLC, in 2018. The Bureau of Technology (BOT) now requests that the Board approve this contract amendment to renew the agreement for two years and add scope to extend IVR services to Assessor's Office functions related to the Integrated Property project, extend IVR services to Clerk of the Circuit Court's functions related to its Odyssey case management system, and provide necessary hardware and software upgrades.

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.