

AN ORDINANCE approving the Purchase and Installation of Yearly Maintenance for CIC Telephone software maintenance at a total cost of \$115,277.40 from and through North American Communications Resource, Inc. by the City of Fort Wayne, Indiana,

NOW, THEREFORE, BE IT ORDAINED BY THE COMMON COUNCIL OF THE CITY OF FORT WAYNE, INDIANA:

SECTION 1. That the purchase of Yearly Maintenance for CIC Telephone software maintenance from North American Communications Resource, Inc for a total of cost to the City of \$115,277.40 is hereby approved in all respects. Said yearly maintenance will be used to ensure the proper operation of the City's business telephone system.

SECTION 2. That the City is authorized and directed to take all action necessary for the purchase of this system by and through North American Communications Resource, Inc.

SECTION 3. That this Ordinance shall be in full force and effect from and after its passage and any and all necessary approval by the Mayor.

Council Member

APPROVED AS TO FORM AND LEGALITY

Carol T. Helton, City Attorney

Fort Wayne City Council
c/o City Clerk' Office
200 East Berry Street
Fort Wayne, IN 46802

James Haley
CIO
City of Fort Wayne
(260) 427-1461

Subject: Yearly Maintenance for general business telephone software

Members of City Council:

This ordinance is to authorize the purchase of yearly maintenance for CIC Telephone software maintenance from North American Communications Resource, Inc for the operation of the City's 911 dispatching system. This year's cost of maintenance for telephone software is 115,277.40.

Allen County also makes a payment in the same amount for their share of telephone software maintenance to North American Communications Resource, Inc each year.

In exchange for maintenance fees, the software vendors provide support for problems with the software and periodically provide new versions of the software.

Our decision to pay maintenance rests on four tests:

- Do we have a continuing internal commitment to use this software?
- Is the software vendor continuing to improve the product?
- Is the vendor useful in solving problems with the software?
- If the software fails, what's the worst case scenario?

The City and County both have substantial investments in the use of this software. We receive regular updates to the software and support for our day to day operation of the software.

Based on these factors, I strongly recommend continued funding of telephone software maintenance.

If you have any questions, please call me at 427-1461.

James Haley
CIO
City of Fort Wayne

COUNCIL DIGEST SHEET

Enclosed with this introduction form is a tab sheet and related material from the vendor(s) who submitted bid(s). Purchasing Department is providing this information to Council as an overview of this award.

RFPs & BIDS

Bid/RFP #	N/A
Awarded To	NACR.
Amount	115,277.40
Conflict of interest on file?	☒ Yes ☐ No
Number of Registrants	N/A
Number of Bidders	N/A
Required Attachments	

EXTENSIONS

Date Last Bid Out	N/A
# Extensions Granted To Date	N/A

SPECIAL PROCUREMENT

Contract #/ID (State, Federal, Piggyback--Authority)	N/A
Sole Source/ Compatibility Justification	Sole Source Software Maintenance

BID CRITERIA *(Take Buy Indiana requirements into consideration.)*

Most Responsible, Responsive Lowest	☐ Yes ☐ No <i>If no, explain below</i>
If not lowest, explain	N/A

COUNCIL DIGEST SHEET

COST COMPARISON

<i>Increase/decrease amount from prior years For annual purchase (if available).</i>	
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DESCRIPTION OF PROJECT / NEED

<i>Identify need for project & describe project; attach supporting documents as necessary.</i>	The City needs yearly maintenance on Interactive Intelligence software to obtain support, to help staff deal with software issues, and to periodically obtain new versions of the software.

REQUEST FOR PRIOR APPROVAL

<i>Provide justification if prior approval is being requested.</i>	N/A

FUNDING SOURCE

<i>Account Information.</i>	General Fund - IT Other Services – Maintenance Agreement Software
	Fund Org Object = 0010-00022603-5367