

1 **BILL NO. S-19-01-13**

2 **ORDINANCE NO. S-_____**

3 AN ORDINANCE approving the Purchase and Installation of
4 Yearly Maintenance for CIC Telephone software maintenance at a
5 total cost of \$144,000 from and through ConvergeOne by the City
6 of Fort Wayne, Indiana,

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

9 **SECTION 1.** That the purchase of Yearly Maintenance for CIC Telephone software
10 maintenance from ConvergeOne for a total of cost to the City of \$144,000 is hereby approved in all
11 respects. Said yearly maintenance will be used to ensure the proper operation of the City's business
12 telephone system.

13 **SECTION 2.** That the City is authorized and directed to take all action necessary
14 for the purchase of this system by and through ConvergeOne

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

17 _____
18 Council Member

19 **APPROVED AS TO FORM AND LEGALITY**

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21 _____
22 Carol T. Helton, City Attorney
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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 ConvergeOne for the operation of the City's telephone system. This year's cost of maintenance for telephone software is \$144,000.

Allen County also makes a payment in the same amount for their share of telephone software maintenance to ConvergeOne 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 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	ConvergeOne
Amount	\$144,000
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>	The increase from last year is 2.7%.
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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 for software 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

S-19-01-13



**PureConnect Support
EXHIBIT "A"**
ConvergeOne Standard 24x7x365 Maintenance with Genesys Care

Name: Citry of Fort Wayne
East Main Street Suite B16
Fort Wayne IN

REF: 13755217

Quantity	Item	Term of Coverage		Software Cost		Support Cost
		Start Date	End Date	Unit	Extended	
Server Licenses						
1	Advanced Server	7/9/2019	7/8/2020	\$22,000.00	\$22,000.00	\$4,985.20
1	Switchover Clone for PureConnect On Premise Server	7/9/2019	7/8/2020	\$3,750.00	\$3,750.00	\$849.75
1	Interaction Dialer Server	7/9/2019	7/8/2020	\$3,750.00	\$3,750.00	\$849.75
1	Interaction Conference Server License	7/9/2019	7/8/2020	\$15,000.00	\$15,000.00	\$3,399.00
1	PureConnect On Premise Development System - Included w/Server	7/9/2019	7/8/2020	\$0.00	\$0.00	\$0.00
User Access Licenses						
870	Basic Station	7/9/2019	7/8/2020	\$65.00	\$56,550.00	\$12,814.23
1705	Business Client - Named	7/9/2019	7/8/2020	\$95.00	\$161,975.00	\$36,703.54
364	Contact Center Level 1 - Named	7/9/2019	7/8/2020	\$810.00	\$294,840.00	\$66,810.74
27	Contact Center Level 2 - Named	7/9/2019	7/8/2020	\$1,185.00	\$31,995.00	\$7,250.07
13	Contact Center Level 3 - Named	7/9/2019	7/8/2020	\$1,535.00	\$19,955.00	\$4,521.80
Access Add-on Licenses						
3000	Voice Mail Only	7/9/2019	7/8/2020	\$15.00	\$45,000.00	\$10,197.00
255	Unified Messaging Add-on - Named	7/9/2019	7/8/2020	\$35.00	\$8,925.00	\$2,022.41
255	Desktop Fax Add-On - Named	7/9/2019	7/8/2020	\$10.00	\$2,550.00	\$577.83
27	Interaction Supervisor Add-On - Named	7/9/2019	7/8/2020	\$625.00	\$16,875.00	\$3,823.88
27	Interaction Report Assistant - Named	7/9/2019	7/8/2020	\$0.00	\$0.00	\$0.00
305	Interaction Recorder Add-on - Named	7/9/2019	7/8/2020	\$380.00	\$115,900.00	\$26,262.94
55	Screen Recorder Session	7/9/2019	7/8/2020	\$250.00	\$13,750.00	\$3,115.75
5	Interaction Tracker Add-on	7/9/2019	7/8/2020	\$95.00	\$475.00	\$107.64
50	PureConnect Client Operator Console	7/9/2019	7/8/2020	\$700.00	\$35,000.00	\$7,931.00
Session Licenses						
423	Basic Session	7/9/2019	7/8/2020	\$150.00	\$63,450.00	\$14,377.77
187	Advanced Session	7/9/2019	7/8/2020	\$375.00	\$70,125.00	\$15,890.33
228	Conference Sessions	7/9/2019	7/8/2020	\$60.00	\$13,680.00	\$3,099.89
30	Fax Sessions	7/9/2019	7/8/2020	\$100.00	\$3,000.00	\$679.80
7	Interaction Dialer Sessions	7/9/2019	7/8/2020	\$50.00	\$350.00	\$79.31
681	Media Sessions	7/9/2019	7/8/2020	\$85.00	\$57,885.00	\$13,116.74
Additional Standalone Server Licenses						
1	Base Language- US English	7/9/2019	7/8/2020	\$0.00	\$0.00	\$0.00
1	Additional Language - Spanish Latin American	7/9/2019	7/8/2020	\$1,050.00	\$1,050.00	\$237.93
1	Host Access Tools 10 Sessions	7/9/2019	7/8/2020	\$2,350.00	\$2,350.00	\$532.51
1	IceLib / ICWS SDK	7/9/2019	7/8/2020	\$5,000.00	\$5,000.00	\$1,133.00
1	Scheduled Reports	7/9/2019	7/8/2020	\$3,500.00	\$3,500.00	\$793.10
1	Oracle Service Cloud (Right Now)	7/9/2019	7/8/2020	\$16,900.00	\$16,900.00	\$3,829.54
1	Speech Recognition Services	7/9/2019	7/8/2020	\$999.00	\$999.00	\$226.37
1	MRCP ASR Feature License	7/9/2019	7/8/2020	\$1,250.00	\$1,250.00	\$283.25
Media Server & SIP Proxy Licenses						
40	Interaction SIP Proxy R2 Server	7/9/2019	7/8/2020	\$0.00	\$0.00	\$0.00
40	Interaction SIP Proxy R2 Registration Bundle 25	7/9/2019	7/8/2020	\$200.00	\$8,000.00	\$1,812.80
1	Interaction SIP Proxy BCM	7/9/2019	7/8/2020	\$750.00	\$750.00	\$169.95
3rd Party Licenses						
46	Nuance Recognizer 10 Tier 2 Addl port for 2nd Language	7/9/2019	7/8/2020	\$220.00	\$10,120.00	\$2,293.19
46	Nuance Recognizer 10 Tier 2 port for Base Language	7/9/2019	7/8/2020	\$1,100.00	\$50,600.00	\$11,465.96
12	Vocalizer 6 Base Language TTS	7/9/2019	7/8/2020	\$850.00	\$10,200.00	\$2,311.32

<i>Annual Genesys Care</i>	\$264,555.27
<i>ConvergeOne Standard 24x7x365 Maintenance with Genesys Care</i>	\$23,349.98
<i>TOTAL ANNUAL CONVERGEONE MAINTENANCE & GENESYS CARE</i>	\$287,905.25
<i>Plus Applicable Sales Tax</i>	

**** Special Note ****

Note¹ Indicates support for this item is based on prorated support as defined by the start and end dates.
Hardware including servers, FXS gateways and telephones are not covered under this software support agreement.