



Pinellas County

Staff Report

File #: 16-1474A, **Version:** 1

Subject:

Increase to the purchase authorization with Unify, Inc., for requirements of Voiceover Internet Protocol telephone system equipment and maintenance services.

Recommended Action:

Approve the increase to the purchase authorization and execute the agreements with Unify, Inc. (Unify), (formerly known as Siemens) for requirements of Voiceover Internet Protocol (VoIP) telephone system equipment and maintenance services per State of Maryland Department of Information Technology (MDOIT) contract number 060B1400048.

Contract 156-0185-PB(AM) increase in an amount of \$325,000.00 for a revised total expenditure not to exceed \$725,000.00 through March 31, 2017. Chairman to sign and Clerk of Court to attest.

Strategic Plan:

Deliver First Class Services to the Public and Our Customers
5.2 Be responsible stewards of the public's resources

Summary:

The purpose of this request is to provide a mechanism for the Business Technology Services (BTS) Department to purchase the Genesys Voice Portal system to replace the existing Interactive Voice Response (IVR) telephone system.

The replacement project will include installation of licenses, design and development of self-assisted applications, training, and modifications to support the new system within the existing Unify OpenScape Voice application.

Background Information:

The current IVR system is at the end of its functional life and does not contain many of the features provided by newer technology. As BTS strives to provide customers in the County with the delivery of first class services, it is necessary to implement tools to increase citizen engagement and provide County residents with access to newer self-assisted systems.

The new systems will increase citizen engagement and enable more self-service functions such as: citation payments and child support lookups, hurricane evacuation zone lookups, customer service surveys and water bill lookup and history. The new system provides in-house capability that can be expanded as new customer demand increases.

This purchase of \$283,142.96 includes a contingency, subject to funding availability, in the amount of \$41,857.04 to provide for miscellaneous services, licenses and products as needed and approved by the County through the MDOIT contract term of March 31, 2017.

Fiscal Impact:

Approved annual expenditure not to exceed:	\$400,000.00
Total estimated increase not to exceed:	<u>\$325,000.00</u>
Revised total expenditure:	\$725,000.00

Funding for the requested increase is derived from the BCC Strategic Projects portion of the BTS fund. This funding to replace the existing IVR telephone system was appropriated as a decision package for the FY16 budget and will carry forward into FY17 due to project delays. The initial contract amount is derived from the BTS Enterprise license and maintenance portion of the BTS fund.

Staff Member Responsible:

Marty Rose, Chief Information Officer, Business Technology Services
Greg Carro, Finance and Budget Manager, Business Technology Services
Joe Lauro, Director, Purchasing

Partners:

BTS Customers

Attachments:

Schedule A
Scope of Work
End User License Agreement
Supplement for SmartServe Support Services
Custom Exhibit