

Mayor and Council Communication

DATE: 08/13/24

M&C FILE NUMBER: M&C 24-0681

LOG NAME: 60WATER DISPATCH

SUBJECT

(ALL) Authorize an Amendment to City Secretary Contract No. 53733, a Sole Source Agreement with Blackpoint IT Services Inc., to Increase the Contract Amount to \$418,965.00 for the Current Term and \$262,106.50 for Subsequent Renewal Years, and Authorize Two Additional One-Year Renewals for Licensing, Maintenance & Support and Monitoring of the AVAYA Phone System, the Addition of Water Dispatch, and the Migration to the AVAYA Experience Platform of Water Dispatch and the Water Customer Contact Center

RECOMMENDATION:

It is recommended that the City Council authorize an amendment to City Secretary Contract No. 53733, a sole source agreement with Blackpoint IT Services Inc., to increase the contract amount to \$418,965.00 for the current term and \$262,106.50 for subsequent renewal years. It is further recommended that the City Council authorize two additional one-year renewals for Licensing, Maintenance & Support and Monitoring of the AVAYA Phone System, the addition of Water Dispatch, and the Migration to the AVAYA Experience Platform of Water Dispatch and the Water Customer Contact Center.

DISCUSSION:

On March 24, 2020, the City Council, by and through M&C 20-0194, authorized execution of a sole source agreement with Agility Communications Group, LLC to implement the Vuesion Contact Center Suite, upgrade the AVAYA phone system for the water department, and to provide maintenance, support, and monitoring. The City Council authorized the amount of \$551,560.00 for the first year and \$196,190.00 for up to four renewal terms.

The City executed CSC No. 53733 (the Agreement) with Agility Communications Group, LLC on May 7, 2020. On January 18, 2023, Agility Communications Group, LLC assigned all of its right, title, and interest under the Agreement to BlackPoint IT Services, Inc.

The Water Department is seeking authorization to renew the annual maintenance, support, and monitoring of the AVAYA phone system, to automate Water Dispatch by adding it to the Vuesion platform, and to then migrate both the Water Customer Contact Center and Water Dispatch to the AVAYA Experience Platform.

This M&C will allow the City to add Water Dispatch to the same call tracking technology used by the Water Customer Contact Center to provide more comprehensive reporting on a 24/7 basis. When the Water Contact Center is closed, those callers are redirected to Dispatch, which currently has no automated way to manage those calls. This solution will also provide Dispatch with the ability to log or record discussions. This AVAYA Experience approach is the natural evolution of our entire suite of products for the Water Contact Center.

The cost to implement this upgrade and the additional support required will be \$418,965.00 for the current term and \$262,106.50 for the two additional renewal terms authorized by this M&C.

Funding is budgeted in the General Operating & Maintenance category in the Water & Sewer Fund for the Water and Wastewater Departments.

AGREEMENT TERM OPTIONS

Upon the City Council approval, the Agreement shall be amended, and the contract will have two additional one-year options to renew, each a renewal term. The Agreement is an approved sole source agreement and is therefore exempt from competitive bidding.

ADMINISTRATIVE CHANGE ORDER

An administrative change order may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

DVIN: A waiver of the goal for Business Equity subcontracting requirements was requested, and approved by the DVIN, in accordance with the applicable Ordinance, because the waiver request is based on the **sole source** information provided.

This will serve ALL COUNCIL DISTRICTS.

A Form 1295 is not required because: This M&C does not request approval of a contract with a business entity.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that upon approval of the recommendation, funds are available in the current operating budget, as previously appropriated, in the Water & Sewer Fund. Prior to an expenditure being incurred, the Water Department has the responsibility to validate the availability of funds.

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