

Mayor and Council Communication

DATE: 02/25/25

M&C FILE NUMBER: M&C 25-0134

LOG NAME: 04VOICE PRODUCTS CONTRACT AMENDMENT

SUBJECT

(ALL) Authorize Execution of an Amendment to City Secretary Contract No. 57960 Utilizing a Texas Department of Information Resources Cooperative Purchase Agreement with Voice Products, Inc. to Purchase NICE Interactive Voice Response - CPE Integration Increasing the Annual Contract Amount by \$36,246.00 for a Revised Annual Amount Not to Exceed \$136,246.00 for the Information Technology Solutions Department on Behalf of the Communications and Public Engagement Department

RECOMMENDATION:

It is recommended that the City Council authorize execution of an amendment to City Secretary Contract No. 57960 utilizing a Texas Department of Information Resources Cooperative Purchase Agreement with Voice Products, Inc. to the purchase NICE Interactive Voice Response-CPE Integration increasing the annual contract amount by \$36,246.00 for a revised annual amount not to exceed \$136,246.00 for the Information Technology Solutions Department on behalf of the Communications and Public Engagement Department.

DISCUSSION:

On August 09, 2022, the City executed City Secretary Contract (CSC) No. 57960 with Voice Products, Inc. using Texas Department of Information Resources (DIR) Cooperative Contract No. DIR-CPO-5060 for Information Technology Broadcasting and Telecommunication for the Information Technology Solutions (ITS) Department in an annual amount not to exceed \$100,000.00.

The ITS Department uses Cooperative Contract No. DIR-CPO-5060 to provide workforce management and scheduling software. NICE Workforce Management is the primary software from this vendor that is used by the City 311 Call Center to manage staff scheduling and service quality. The current version of NICE Workforce Management is not supported on Windows 11 and must be upgraded. This upgrade will move to the cloud-hosted software version which is supported on Windows 11 and will bring new features such as AI assistance and call routing.

Professional services for the NICE upgrade are expected to cost of \$88,630.00 which will increase the total annual contract value to \$136,246.00. Annual NICE Workforce Management subscription costs will remain at \$47,616.00 and are subject to price increases per DIR-CPO-5060 terms and conditions.

Approval of this Mayor and Council Communication will allow additional purchase authority for the purchase of the upgrade professional services and NICE software licensing using the DIR Contract No. DIR-CPO-5060.

Funding is budgeted in the ITS Capital Fund for the ITS Department for the purpose of funding the FY24 CPE Migrate NICE WFM project, as appropriated.

COOPERATIVE PURCHASE: State law provides that a local government purchasing an item under a cooperative purchase agreement satisfies State laws requiring that the local government seek competitive bids for purchase of the item. Cooperative contracts have been competitively bid to increase and simplify the purchasing power of local government entities across the State of Texas.

SUCCESSOR CONTRACTS: The City will initially use the DIR contract to make purchases authorized by this M&C. In the event a DIR cooperative contract is not renewed, staff would cease purchasing at the end of the last purchase agreement coinciding with a valid cooperative contract. If the City Council were to not appropriate funds for a future year, staff would stop making purchases when the last appropriation expires, regardless of whether the then-current purchase agreement has expired.

In the event an DIR cooperative agreement is not extended, but DIR executes a new cooperative agreement with substantially similar terms, this M&C authorizes the City to purchase the goods and services under the new DIR contract. If this occurs, in no event will the City continue to purchase goods and services under the new agreement for more than four (4) years without seeking Council approval.

BUSINESS EQUITY: A Business Equity goal is not assigned when purchasing from an approved purchasing cooperative or public entity.

ADMINISTRATIVE CHANGE ORDER: An administrative change order or increase 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 if sufficient funds have been appropriated.

AGREEMENT TERM: Upon City Council's approval and execution of amendment no. 1 to CSC 57960, the initial term of the agreement will expire in accordance with the terms and conditions of DIR-CPO-5060 or applicable successive cooperative agreement for the same products and services.

RENEWAL OPTIONS: The agreements may be renewed in accordance with the underlying cooperative agreement, at the City's option. This action does not require specific City Council approval provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal period.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are available in the current capital budget, as previously appropriated, in the ITS Capital Fund for the FY24 CPE Migrate NICE WFM project to support the approval of the above recommendation and execution of the amendment. Prior to any expenditure being incurred, the Information Technology Solutions Department has the responsibility to validate the availability of funds.

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