



CITY OF HOUSTON - CITY COUNCIL

Meeting Date: 10/10/2017

ALL

Item Creation Date: 9/25/2017

H26185- Software maintenance and support licenses - MOTION

Agenda Item#: 7.

Background:

S49-H26185 - Approve spending authority in an amount not to exceed \$195,000.00 for the purchase of ongoing software maintenance, support and additional licenses for the ZOOM software application from Network Alliance, LLC through the Texas Department of Information Resources (DIR) for Houston Information Technology Services .

Specific Explanation:

The Chief Information Officer and the Chief Procurement Officer recommend that City Council approve spending authority for ongoing software maintenance, support and additional licenses for the ZOOM software application in an amount not to exceed \$195,000.00 through the Texas Department of Information Resources (DIR) for Houston Information Technology Services. Additionally, it is also recommended that authorization be given to issue purchase orders, as necessary, to the DIR Go-Direct Vendor **Network Alliance, LLC**, (DIR) contract number DIR-TSO-3744. The spending authority is estimated to sustain the department for a term of three (3) years.

Network Alliance will provide the software maintenance and support that is primarily in use by Municipal Courts, Human Resources, 3-1-1 and Public Works Engineering Utility Customer Service, to provide screen and audio recording services for quality assurance and monitoring of the City's Contact Centers. The software will capture, store and manage all phone, screen and video recordings for better customer service and maintained compliance.

This contract provides ongoing software maintenance, support and licenses for the call recording application for the Cisco contact center platform.

M/WBE Participation:

M/WBE Zero Percentage Goal document approved by the Office of Business of Opportunity.

Hire Houston First:

This procurement is exempt from the City's Hire Houston First Ordinance. Bids/proposals were not solicited because the department is utilizing an Interlocal or Cooperative Purchasing Agreement.

Fiscal Note:

Funding for this item is included in the FY17 Adopted Budget. Therefore, no Fiscal note is required as stated in the Financial Policy Ordinance 2014-1078.


Jerry Adams, Chief Procurement Officer
Finance/Strategic Procurement Division

Department Approval Authority

Estimated Spending Authority			
DEPARTMENT	FY2018	OUT YEARS	TOTAL
Houston Information Technologies Services	\$65,000.00	\$130,000.00	\$195,000.00

Amount of Funding:

\$195,000.00 -Central Service Charge Back Fund (1002)

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