RESOLUTION APPROVING CONTRACT FOR IT CONSULTING SERVICES FROM NWN CORPORATION FOR UCS UPGRADE

WHEREAS, the City uses Cisco's Unified Communications System (UCS) to provide our core telephone system and voice mail, contact center, call recording, and reporting services; and

WHEREAS, the contact center component is the primary business application used by CityLink staff; and

WHEREAS, an FY16-17 work item to complete a major upgrade to the UCS will provide disaster recovery architecture to support the telephone system and CityLink's operations, security updates, enhanced functionality, and support for remote operations; and

WHEREAS, for the past six years, NWN has provided consulting, monitoring services, and managed services for the City network, including the Unified Communications System; and

WHEREAS, NWN staff wrote and supports custom software for the Cisco solution that provides integration of CityLink staff's phones and desktop computers with the primary call center application; various call queues; call back, email, and chat capabilities for citizens; and off-hours operations call coordination; and

WHEREAS, NWN supports the interface between the Cisco system and our third party interactive voice recognition product and custom software that integrates the telephone system with the City's directory service; and

WHEREAS, using a statement of work and list of required technical skills provided by staff, NWN has proposed a fixed price for IT services of $61,074.07; and

WHEREAS, approval is requested for a sole source contract with NWN for professional services to support the UCS upgrade project using funds available in the FY16-17 Information Systems operating budget.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and City Council of the City of Winston-Salem authorize the City Manager to enter into a contract with NWN Corporation for IT consulting services a cost not to exceed $61,074.07.

BE IT FURTHER RESOLVED that the City Manager is hereby authorized to execute the contract on behalf of the City.