

## **OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION**

### **Resolution Authorizing the Executive Director to Acquire the Professional Services, Equipment and Support Necessary for its Next Generation Telephone System and Interactive Voice Response System Services**

WHEREAS, the Ohio Turnpike and Infrastructure Commission (“Commission”) acquired its current Private Branch Exchange (“PBX”) telephone system under the authority of Resolution No. 35-2005, adopted August 15, 2005; and

WHEREAS, advancements in technology since the specifications were developed for the 2005 acquisition of the PBX telephone system have rendered the system obsolete, cumbersome, costly to support, inefficient and no longer compatible with the current office environment and operations of the Ohio Turnpike, and consequently reached its end of life; and

WHEREAS, the Commission’s Chief Technology Officer has determined that implementing a Voice over Internet Protocol (“VoIP”) telephone system and upgrades to the Commission’s Interactive Voice Response (“IVR”) System are necessary for the Commission’s telephone and Customer Service Center call-in systems to meet modern standards, lay the infrastructure necessary for future technology advancements, achieve operational efficiencies and satisfy customer expectations; and

WHEREAS, the Commission, under Resolution No. 32-2003, adopted July 21, 2003, authorized the Executive Director to participate in state contracts available through the Ohio Department of Administrative Services (“DAS”) Cooperative Purchasing Program, which allows members such as the Commission to purchase supplies, services, equipment and other materials pursuant to Section 125.04 of the Ohio Revised Code; and

WHEREAS, the Chief Technology Officer determined that the professional services, subscription fees, hardware equipment and maintenance services necessary to acquire, implement and maintain a Next Generation Telephone System utilizing VoIP technology and enhancements to its IVR system in the form of a turnkey integrated solution are available through the DAS Cooperative Purchasing Program from Cincinnati Bell Technology Solutions, Inc. (“CBTS”); and

WHEREAS, CBTS has entered into a Master Service Agreement (“MSA”) with DAS to provide Managed VoIP Service and the professional services, subscription services, and technical support necessary to implement and maintain the Commission’s Next Generation Telephone System and an enhanced IVR; and

WHEREAS, CBTS offers the endpoint hardware equipment necessary to utilize the Next Generation Telephone System for purchase or lease through the MSA, a Master Equipment Lease Agreement and State Term Schedule Agreement No. 533110-3, Index No. STS-033; and

WHEREAS, the Commission has the authority to acquire the services, systems and support from CBTS for the Next Generation Telephone System and for the enhancements to its IVR system as a Subscribing Entity under the MSA and to acquire the endpoint hardware under the through the cooperative purchasing program in accordance with Section 125.04 of the Revised Code as an exception to the competitive bidding requirements established in Section 5537.07 of the Revised Code; and

WHEREAS, the estimated cost to the Commission under the MSA for CBTS to convey the endpoint hardware required for the Next Generation Telephone System and IVR system enhancements to the Commission is \$288,670.92, and the estimated cost for CBTS to furnish the subscription services and technical support necessary to implement and maintain the Next Generation Telephone System and IVR system enhancements for a period of five years is \$116,019.84 per year; and

WHEREAS, the Executive Director has reviewed the recommendation of the Chief Technology Officer and concurs with his recommendation that the Commission approve the acquisition of the endpoint hardware, either through purchase or lease, for the Next Generation Telephone System and IVR system enhancements, and obtain the necessary maintenance,

technical support and subscription services for the Next Generation Telephone System and IVR system enhancements for a period of five years; and

WHEREAS, the Commission accepts the recommendation of the Executive Director and Chief Technology Officer to approve and authorize the acquisition of the Next Generation Telephone System, IVR system enhancements, and subscription services from CBTS.

NOW, THEREFORE, BE IT

RESOLVED by the Ohio Turnpike and Infrastructure Commission that the acquisition of the endpoint hardware necessary to implement and utilize the Next Generation Telephone System and the Interactive Voice Response System enhancements from Cincinnati Bell Technology Solutions, Inc., under its Master Service Agreement, Master Equipment Lease Agreement and the State Term Schedule Agreement No. 533110-3, Index No. STS-033 with the Ohio Department of Administrative Services in the total not-to-exceed amount of \$310,000.00, is approved; and

FURTHER RESOLVED that obtaining the subscription services and technical support necessary for the Next Generation Telephone System and Interactive Voice Response System enhancements from Cincinnati Bell Technology Solutions, Inc., for a period of five years, with the options to renew for five additional years under its Master Service Agreement with the Ohio Department of Administrative Services, in the not-to-exceed amount of \$120,000.00 per year, is approved; and

FURTHER RESOLVED that the Executive Director has the authority to approve such extra work or change orders as a result of an increase in the planned quantities, newly established requirements that did not exist at the time of contract execution, or circumstances that would create a life, safety, or health threatening situation or would unduly delay the completion or increase the costs of the project.

**(Resolution No. 17-2016 adopted February 16, 2016)**