



## Legislation Text

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**File #:** O-298-23, **Version:** 1

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Call Recording Software  
Department of Information Technology  
Jenny Jaqua (x2472)  
Revised

**Authorizing the Mayor to enter into a subscription cloud-based call recording software agreement for a term of one (1) year with options for two (2) one-year renewals; authorizing the expenditure from the Information and Communications Technology Fund an amount not to exceed \$62,000 for the first year; authorizing the expenditure in an amount not to exceed \$22,000 annually for any subsequent renewals subject to annual appropriation; and declaring an emergency.**

### SUMMARY & BACKGROUND:

The city of Toledo operates the Engage Toledo and Public Utilities customer service call centers serving Toledo residents, business owners, utility customers, and visitors. All inbound and outbound calls are recorded as a best practice for quality assurance and training purposes. The existing on-premise server is at the end of its shelf life and needs replacement. In response to a formal bid solicitation, Sound Communications utilizing Verint call recording software was determined to be the lowest and best proposal.

NOW, THEREFORE, Be it ordained by the Council of the City of Toledo:

SECTION 1. That the Mayor is authorized to enter into a subscription cloud-based call recording software agreement for a term of one (1) year with options for two (2) one-year renewals, upon such terms and conditions as the IT Director and the Law Director deem requisite and proper.

SECTION 2. That subject to annual appropriation the expenditure of an amount not to exceed \$62,000 for implementation and the first-year subscription costs and an amount not to exceed \$22,000 annually for subsequent renewals is authorized from the Information and Communications Technology Fund Account Code 7084-17500-1144007ITSAAS for the subscription cloud-based call recording software authorized in Section 1.

SECTION 3. That the Director of Finance is authorized to issue their warrant or warrants against the Account Code listed in Section 2 in the amounts not to exceed those authorized above in payment of the above-authorized obligations upon presentation of proper voucher or vouchers.

SECTION 4. That this Ordinance is declared to be an emergency measure and shall take effect and be in force immediately from and after its passage. The reason for the emergency lies in the fact that this Ordinance is necessary for the immediate preservation of public peace, health, safety, and property and for the further reason that this Ordinance must be immediately effective in order to maintain quality assurance abilities for customer service.

Vote on emergency clause: yeas 11, nays 0.

Passed: May 30, 2023, as an emergency measure: yeas 11, nays 0.

Attest:

Gerald E. Dendinger  
Clerk of Council

Matt Cherry  
President of Council

Approved:

May 30, 2023  
Wade Kapszukiewicz  
Mayor