

FINANCE AND OPERATIONS COMMITTEE MEETING DATE: 11/23/2020

SUBJECT: REQUEST FOR PROCUREMENT APPROVAL BOARD RECOMMENDATION –
TECHNOLOGY SUPPORT SERVICES CONTRACTING FOR COVID CALL CENTER

PREPARED BY: KELLY GUTHNER, CIO, BRIAN BRAUN, CFO

Proposed Action:

Board Approval to enter into a statement of work with machinLOGIC for technology implementation and support services for the COVID call center.

Summary:

C4HCO has been asked to address the urgent need by the Colorado Department of Public Health and Environment (CDPHE) to provide COVID related call center services. Given the accelerated nature of this request C4HCO will be leveraging its current relationship with machineLOGIC to support the implementation and ongoing technology support services. These services will include the procurement of all necessary equipment for remote service center operations, assembly/distribution of the equipment and ongoing equipment support and licensing for the expected 165 staff. The term of the services is expected to go through March 31, 2021. Total commitment to machineLOGIC for the equipment and services shall not exceed \$425,000. If the CDPHE contract is extended or further resources are needed, additional approval will be requested from the Board.

Staff Recommendation:

Staff recommends Board approval of this request.

Procurement Compliance:

Procurement Exceeds \$250,000 threshold: This work will exceed \$250,000.

Procurement/Business Initiative is necessary or advisable: Yes – necessary in order to quickly respond to the need of establishing the service center operations.

Type of procurement vehicle: Statement of work issued under an existing master service agreement with the vendor.

Need for RFP, RFI, RFS or similar: Given the urgent need to set up the service center, C4HCO is leveraging the existing master service agreement with machineLOGIC.

Funding Source:

Funding will be provided via a contract with the Colorado Department of Public Health and Environment.