



Agenda Action Form Overview

The Board is requested to authorize the County Manager to enter into a contract in the amount of \$557,079.52 with NWN Carousel utilizing IS&T FY 2024-2025 operations funding. The contract will allow Durham County to secure consulting and support services for Durham County Government enterprise phone system.

Background/Justification

NWN Carousel’s hosted collaboration solution will provide support for two thousand County employees. Additionally, managed and professional services for contact center for one hundred agents upgraded to Webex Contact Center. As part of the Unified Communications & Collaboration Solutions, NWN Carousel also provides Lifecycle, Adoption, Monitor & Operate Services with unparalleled visibility and control delivered by our Experience Management Platform (EMP), making this a true solution-as-a service offering.

Policy Impact

This contract will not have an impact on policy but will promote best practice technology utilization and innovation, including citizen engagement.

Procurement Background

Explain the procurement process. Using the below section, clarify the type of contract purchase type (i.e. goods, services, construction).

Type of purchase

- Goods
- Services
- Construction Work

Did this request for purchase go through a bid process? Yes No

Goods: Bids required if \geq \$30,000, BOCC approval if \geq \$90,000

Services: Bids required if \geq \$30,000, BOCC approval if $>$ \$40,000

Construction/Repair work: Bids required if \geq \$30,000, BOCC approval if \geq \$500,000

If yes, attach a copy of bid tab and the minority and women business enterprise (MWBE) compliance review form provided by the Purchasing Division.

If no, why?

- Sole source exemption
- Cooperative purchasing program exemption
- State and federal contract exemption
- Contract is an amendment to an existing contract



Other (please explain)

If exempted from bidding, has this request been reviewed and approved by the Purchasing Division in the agenda Legistar system? Yes No

If no, why?

Fiscal Impact

The contract will be funded out of IS&T’s existing IS&T FY2024-2025 operation budget.

Recommendation

The County Manager recommends that the Board authorize the County Manager to enter into a contract with NWN Carousel in the amount of \$557,079.52 to secure consulting and partner support for the Unified Communication service using IS&T FY 2024-2025 operations funding. The County Manager also recommends the Board allow the County Manager to sign off on subsequent renewals, extensions, or amendments associated with this contract as necessary to continue services as required.