



MEMORANDUM

Council Agenda
Item No. X. H
8/16/2022

The City of OKLAHOMA CITY

TO: Mayor and City Council

FROM: Craig Freeman, City Manager

Concurrence with the Oklahoma City Water Utilities Trust in adopting a Resolution authorizing the sole source purchase of the subscription renewal and call center support for the Geomant LightLink Wallboard signage system from Inova Solutions, Inc. (SS23-C239006), estimated cost \$50,000, October 1, 2022 through September 30, 2023.

Purpose:

To adopt a Resolution authorizing Inova Solutions, Inc. for ongoing digital signage system software licensing and call center support.

Background:

The Oklahoma City Water Utilities Trust (OCWUT) uses Inova Solutions, Inc. software to keep the Utilities Customer Service staff informed of real-time performance to manage fluctuating call volume. This software is also used to run the digital signage solutions in lobbies and common areas throughout various OCWUT facilities to display conference room schedules, disperse information to staff, and publicize safety and training schedules. The Development Services and Municipal Courts Departments utilize this software for similar purposes in their call centers.

Inova Solutions, Inc. has provided a statement that they are the sole source provider of this technology application and pricing on this technology.

This sole source purchase addresses long-term support and end user licensing fees and will allow other City of Oklahoma City departments that utilize this specific technology the same flexibility and capabilities. Staff recommends the Resolution be adopted.

Pricing Agreement:

(SS23-C239006)

Inova Solutions, Inc.

Estimated Cost:

\$50,000

Source of Funds:

OCWUT–Water Trustee Account–OCWUT Water Trust Operations–W Customer Services & Billing– Maintenance Service Contracts (360–3010–3901100–06055–52010007)

OCWUT–Sewer Trustee Account–OCWUT WW Operations–WW Customer Services & Billing-Maintenance Service Contracts (360–3510–3801100–07055–52010007)

Review:

Utilities Department

Recommendation: Concur with the Oklahoma City Water Utilities Trust in adopting the Resolution.