

## Request for Legislative Action

Resolution No.: 21340

Sponsor: Manuel Abarca IV

Date: July 17, 2023

### Completed by County Counselor's Office

Action Requested:	Resolution	Res.Ord No.:	21340
Sponsor(s):	Manuel Abarca IV	Legislature Meeting Date:	7/17/2023

### Introduction

**Action Items:** ['Appropriate']

**Project/Title:**

C1CX Contact Center

### Request Summary

Request to transfer \$117,460 to cover the one-time fee for C1CX to implement the Court's Call Centers which was not included in the original scope of the project of replacing the existing Avaya infrastructure. The Jackson County Court requires the additional costs due to implement the deployment of a new stand-alone webex contact center independent of the Jackson County instance as part of ongoing effort to separate the Courts from the County. The transfer for the unexpected costs are being covered by reallocating appropriated funds from within the Courts budget.

### Contact Information

<b>Department:</b>	Circuit Court	<b>Submitted Date:</b>	6/13/2023
<b>Name:</b>	Carl Bayless	<b>Email:</b>	carl.bayless@courts.mo.gov
<b>Title:</b>	Grant Coord	<b>Phone:</b>	913-963-3557

### Budget Information

Amount authorized by this legislation this fiscal year:			\$117,460
Amount previously authorized this fiscal year:			\$ 0
Total amount authorized after this legislative action:			\$117,460
Is it transferring fund?			Yes
Transferring Fund From:			
Fund:	Department:	Line Item Account:	Amount:
001 (General Fund)	3001 (Circuit Court)	56580 (Maint. & Repair – Data Pro)	\$6,600
001 (General Fund)	3001 (Circuit Court)	56013 (Banking Fees)	\$59,000
001 (General Fund)	3001 (Circuit Court)	56510 (Maint. & Repair - Buildings)	\$20,000
001 (General Fund)	3001 (Circuit Court)	56790 (Other Contractual Services)	\$29,000
001 (General Fund)	3001 (Circuit Court)	56122 (Bus Passes)	\$2,860

## Request for Legislative Action

Transferring Fund To:			
Fund:	Department:	Line Item Account:	Amount:
001 (General Fund)	3001 (Circuit Court)	57602 (Communication Equipment)	\$117,460

<b>Prior Legislation</b>	
<b>Prior Ordinances</b>	
Ordinance:	Ordinance date:
<b>Prior Resolution</b>	
Resolution:	Resolution date:

<b>Purchasing</b>	
Does this RLA include the purchase or lease of supplies, materials, equipment or services?	No
Chapter 10 Justification:	
Core 4 Tax Clearance Completed:	
Certificate of Foreign Corporation Received:	
Have all required attachments been included in this RLA?	

<b>Compliance</b>	
<b>Certificate of Compliance</b>	
In Compliance	
<b>Minority, Women and Veteran Owned Business Program</b>	
Goals Not Applicable for following reason: Contract is with another government agency	
MBE:	.00%
WBE:	.00%
VBE:	.00%
<b>Prevailing Wage</b>	
Not Applicable	

<b>Fiscal Information</b>	
<ul style="list-style-type: none"><li>Funds sufficient for this appropriation and/or transfer are available from the source indicated on the budget information tab.</li></ul>	

## Request for Legislative Action

Submitted by Circuit Court requestor: Carl Bayless on 6/13/2023. Comments:

Returned for more information by Department Approver Lisa Honn on 6/15/2023 11:22:09 AM.  
Comments: Completing director approval on behalf of Beverly Newman due to technical issue. She has asked that the language be amended for clarity.

Submitted by Requestor carl.bayless@courts.mo.gov on 6/15/2023 11:41:14 AM. Comments: Updated wording in request description

Approved by Department Approver Beverly Newman on 6/15/2023 11:50:22 AM. Comments:

Not applicable by Purchasing Office Approver Barbara J. Casamento on 6/15/2023 12:17:18 PM.  
Comments:

Approved by Compliance Office Approver Jaime Guillen on 6/15/2023 1:25:10 PM. Comments:

Approved by Budget Office Approver David B. Moyer on 6/21/2023 10:17:23 AM. Comments:

Approved by Executive Office Approver Sylvy Stevenson on 6/21/2023 11:37:59 AM. Comments:

Returned for more information by Counselor's Office Approver Jamesia Manning on 6/30/2023 12:12:52 PM. Comments: Please give additional information on the eRLA form as it relates to your request.

Thank you.

Submitted by Requestor carl.bayless@courts.mo.gov on 7/5/2023 3:23:27 PM. Comments: Revised request summary to provide additional information.

Approved by Department Approver Beverly Newman on 7/6/2023 4:20:32 PM. Comments:

Not applicable by Purchasing Office Approver Barbara J. Casamento on 7/6/2023 4:25:26 PM.  
Comments:

Approved by Compliance Office Approver Jaime Guillen on 7/7/2023 9:08:56 AM. Comments:

Approved by Budget Office Approver David B. Moyer on 7/7/2023 12:13:32 PM. Comments:  
July 13, 2023

eRLA #976

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Approved by Executive Office Approver Sylvy Stevenson on 7/7/2023 12:54:32 PM. Comments:

### Fiscal Note:

Funds sufficient for this transfer are available from the sources indicated below.

PC# \_\_\_\_\_

Date: June 20, 2023

RES # 21340  
eRLA ID #: 976

[illegible]

**APPROVED**

*By David Moyer at 11:01 am, Jun 20, 2023*

\$ 117,460	\$ 117,460
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Budget Office

▼ Diane L. Freed Carl, Good afternoon! Please complete an RLA for the information highlighted below. If possible, 06/05/2023 04:03:11 PM

From: Diane L. Freed/16/Courts/Judicial  
To: Carl E. Bayless/16/Courts/Judicial@Judicial  
Date: 06/05/2023 04:03 PM  
Subject: Fw: C1CX Contact Center Change Order

Carl,

Good afternoon! Please complete an RLA for the information highlighted below. If possible, try to complete this today otherwise the next time you log in to work.

Move the funds TO Cost Center 3502, Object Code 57602.

Thank you very much,

Diane Freed  
Asst Director Finance & Budget, Circuit Court  
diane.freed@courts.mo.gov  
(816) 881-3317  
My Normal Working Hours are M-F 8:00-4:00 CST

----- Forwarded by Diane L. Freed/16/Courts/Judicial on 06/05/2023 03:58 PM -----

From: Anthony A. Kelley/16/Courts/Judicial  
To: Jim Boesch/16/Courts/Judicial@Judicial, Greg A. Paszkiewicz/16/Courts/Judicial@Judicial, Bev Newman/16/Courts/Judicial@Judicial  
Cc: Diane L. Freed/16/Courts/Judicial@Judicial  
Date: 06/05/2023 03:55 PM  
Subject: Re: Fw: C1CX Contact Center Change Order

All,

I suggest using the following for an RLA to cover the cost of the Helpdesk phones based on Greg's and Jim's input.

Cost Center	GL Account	Amount	Description	Comment
3501	56580	\$ 6,600.00	Finger print Scan Reader	Not needed with new Workday clocks
3600	56013	\$ 59,000.00	Bank Fees	Excess
3401	56510	\$ 20,000.00	Building Repairs	County has been taking care of maintenance damage
3401	56790	\$ 29,000.00	Other Contractual Services	This money was covered at year end after the budget was approved
3600	56122	\$ 2,860.00	Bus Passes	Currently Free
Total		\$ 117,460.00		

Tony

Anthony Kelley  
Director of Finance and Budget  
16th Judicial Circuit of Jackson County, Missouri  
625 East 26th Street  
Kansas City, MO 64108  
(816) 435-4751 (Office)

Re: Fw: C1CX Contact Center Change Order 📧

■ Diane L. Freed to Carl E. Bayless 06/13/2023 04:03:11 PM

Cc: anthony.kelley [Show](#)

----- Forwarded by Jim Boesch/16/Courts/Judicial on 06/05/2023 03:04 PM -----

From: Jim Boesch/16/Courts/Judicial  
To: Bev Newman/16/Courts/Judicial@Judicial  
Date: 05/24/2023 02:59 PM  
Subject: Fw: C1CX Contact Center Change Order

Bev,

Please see below. This is the one-time cost we will want to get paid ASAP so we can move forward with the implementation of the Call Centers.

The good news is that Mike has cleared through ConvergeOne that we (the Courts) will not need to come up with any other funding this year nor moving forward since Mike has his budget adjusted to cover all phone costs.

Thanks and please let me know if you have any questions.

Jim Boesch  
Director  
Court Information Technology  
16th Judicial Circuit of Missouri - Jackson County  
816/881-3415  
[Jim.boesch@courts.mo.gov](mailto:Jim.boesch@courts.mo.gov)

Helpdesk: 816/881-3667

----- Forwarded by Jim Boeschen/16/Courts/Judicial on 05/24/2023 02:52 PM -----

From: "Michael S. Erickson" <MErickson@jacksongov.org>  
To: "James Boeschen" <jim.boeschen@courts.mo.gov>  
Date: 05/24/2023 01:56 PM  
Subject: C1CX Contact Center Change Order

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Hey Jim –

The one-time fee for the C1CX Contact Center is \$117,459.67. I spoke with Caitlin and she agreed there is no need to budget for the monthly uplift in cost for 2023. We will budget that for 2024 and forward. So, all you need is the one-time setup cost. I've attached the change order for reference (section 6.1).

Thanks,

Mike[attachment "Jackson County Courts - Contact Center Add On - TOS - OP-000725117 - R1 - 3.15.2023\_mse.docx" deleted by Anthony A Kelley/16/Courts/Judicial]