

## Legislation Text

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**File #:** ID-4767, **Version:** 1

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**Narrative of Resolution:**

To participate in Google's Chatbot Service

**If Resolution requires expenditure of County Funds, provide the following information:**

**Amount to be authorized by Resolution:** \$80,909.13      Not currently in ITS's Budget-----budget mod will be necessary

**Are funds already budgeted?** No

**Specify Compliance with Procurement Procedures:** Request for Quotes from NYS Contract vendors and professional implementation services firm

**RESOLUTION INTRODUCED BY THE EXECUTIVE COMMITTEE TO PARTICIPATE IN  
GOOGLE'S CHATBOT SERVICE**

**WHEREAS**, Sullivan County desires to make interactions with the public easier, more accessible and more convenient; and

**WHEREAS**, Google, Inc. provides a solution called Conversational AI and Dialogflow CX, in essence a "chatbot" service whereby answers to common public questions of County offices can be automatically generated via the County's website, without the immediate need for a County employee; and

**WHEREAS**, the County Manager's Office and the Division of Information Technology Services have reviewed this solution and recommend its implementation in specific public-facing County offices;

**NOW, THEREFORE, BE IT RESOLVED** that the Purchasing Department is hereby authorized to issue a purchase order in the amount of \$36,909.13 to Aptimized LLC for a 12-month subscription to Google's "chatbox" service with enhanced support; and

**BE IT FURTHER RESOLVED** that the Sullivan County Legislature hereby authorizes the County Manager to enter into an agreement with Insight Public Sector, Inc. of Herndon, VA. for the professional

services implementation of Google's "chatbox" service in an amount not to exceed \$44,000.00; and

**BE IT FURTHER RESOLVED**, that said agreement to be in such form as the County Attorney shall approve.