

**CITY HALL
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CAO APPROVAL

The Chief Administrative Officer approved the following recommendation:

**Report Number: CAO 87/2025 AMENDMENT
AMENDMENT APPROVED: Friday, May 9, 2025**

THAT the Chief Administrative Officer **APPROVE** an Addendum to the Service Contract (Q-76134) between The Corporation of the City of Windsor (the "City") and inContact, Inc. dba NICE inContact dated February 27, 2020, as renewed between the parties for further terms of 24 months in 2022 and 2024 (the "Service Contract"), as outlined in this report; and,

THAT the Chief Administrative Officer and City Clerk **BE AUTHORIZED** to execute the Addendum to the Service Contract, subject to approval as to form by the City Solicitor, technical content by the Chief Information Officer and financial content by the City Treasurer.

**Report Number: CAO 87/2025
Approved: Wednesday, April 30, 2025**

THAT the CAO and City Clerk **EXECUTE** the Addendum to the Service Contract (Q-76134) between The Corporation of the City of Windsor and inContact, Inc. (NICE), as outlined in this report; and,.

THAT the Chief Administrative Officer **BE AUTHORIZED** to execute the necessary documentation to formalize the agreement, subject to approval as to form by the City Solicitor, technical content by the Chief Information Officer (CIO), and financial content by the City Treasurer.

**Report Number: CAO 87/2025
Clerk's File: SR/13401**



OFFICE OF THE CITY CLERK COUNCIL SERVICES

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Anna Ciacelli

Deputy City Clerk / Supervisor of Council Services
May 12, 2025

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