

Mayor and Council Communication

DATE: 01/10/23

M&C FILE NUMBER: M&C 23-0051

LOG NAME: 60SELECTRON TECHNOLOGIES INC

SUBJECT

(ALL) Authorize a Sole Source Purchase Agreement with Selectron Technologies, Inc. in an Amount Up to \$278,780.10 to Move the Water Department's Customer Call Center Interactive Voice Response System to the Selectron Cloud

RECOMMENDATION:

It is recommended that the City Council authorize a sole source purchase agreement with Selectron Technologies, Inc., in an amount up to \$278,780.10 to move the Water Department's Customer Call Center Interactive Voice Response System to the Selectron Cloud.

DISCUSSION:

The Water Customer Call Center utilizes a proprietary Interactive Voice Response (IVR) System owned by Selectron Technologies, Inc. (Selectron). The IVR System is integrated with the Utility Billing System and provides customers with the ability to pay their water bills via telephone. This agreement will move the Selectron system off of the Water Department servers and into the Selectron Cloud. The Selectron Cloud is a hosted environment, providing for better security, increased call capacity, and enhanced campaigns for customer outreach via the Outbound Dialer. Moving the IVR off of Water Department servers will lower the compliance level for handling payment card transactions and reduce the City's risk.

ADMINISTRATIVE CHANGE ORDER - An administrative change order or increase may be made by the City Manager in the amount up to the maximum allowed under state law and the City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

AGREEMENT TERMS - Upon City Council approval, this Agreement shall begin on April 6, 2023, and end on April 5, 2024.

RENEWAL OPTIONS - This Agreement may be auto-renewed for up to four additional one-year terms at the City's option. This action does not require specific City Council approval provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal term.

DVIN - Water Department/Water IT was approved for a sole source exemption by the Legal Department. Therefore, the business equity goal requirement is not applicable.

Funding is budgeted in Other Contractual Services account within the Water Department's Water & Sewer Fund, as appropriated.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that upon approval of the above recommendation, funds are available in the current operating budget, as previously appropriated, in the Water and Sewer Fund. Prior to an expenditure being incurred, the Water Department has the responsibility to validate the availability of funds.

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