



## Legislation Text

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**File #:** 17-1235, **Version:** 1

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**ITEM: AUTHORIZATION TO ENTER INTO AN AGREEMENT FOR SUPPORT AND MAINTENANCE OF THE VILLAGE'S INTERACTIVE VOICE RESPONSE (IVR) SYSTEM**

**REQUEST:** Authorization to enter into an agreement for support and maintenance of the Village's IVR system with Selectron Technologies, Inc. at a cost of \$ 31,245.

**EXPLANATION:** The IT Department utilizes the services of Selectron Technologies, Inc. to provide support and maintenance services, for the Village's existing IVR system. The IVR system allows customers to make payments and inquire about billing information, as well as schedule building permit inspections and check permit status.

Selectron Technologies, Inc. is the only firm authorized to provide code modifications, new applications and hardware and software upgrades to the IVR system. The system was developed by Selectron Technologies, based on specific requirements set forth by the Village.

Pursuant to Chapter 3 of the Village's Purchasing Manual, maintenance of equipment is exempt from competition when services are provided by the equipment manufacturer or manufacturer's service representative; however, since expenditures exceed \$25,000, Council approval is required.

Staff recommends entering into a support and maintenance agreement with Selectron Technologies, Inc., effective October 1, 2017 through September 30, 2018, at a cost of \$31,245.

**BUDGET AMENDMENT REQUIRED:** NO

**PUBLIC HEARING:** NO

**QUASI-JUDICIAL:**

**FIRST READING:**

**SECOND READING:**

**LEGAL SUFFICIENCY:** YES

**FISCAL IMPACT:** Funds are budgeted in the proposed FY 2018 Information Technology Software/Licenses Budget (GL# 001-0170-513.49-20).

**WELLINGTON FUNDAMENTAL:** Responsive Government

**RECOMMENDATION:** Authorization to enter into an agreement for support and maintenance of the Village's IVR system with Selectron Technologies, Inc. at a cost of \$ 31,245.