



Legislation Text

File #: 18-2092, **Version:** 1

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. in the amount of \$32,175.00.

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, 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., beginning October 1, 2018 through September 30, 2019, in the amount of \$32,175.00.

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 2019 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. in the amount of \$32,175.00.