



## Legislation Text

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**File #:** 18-2349, **Version:** 1

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**ITEM: AUTHORIZATION TO ENTER INTO AN AGREEMENT TO INTEGRATE THE VILLAGE OF WELLINGTON'S VOICE PERMITS AND VOICE UTILITY SYSTEM WITH TYLER TECHNOLOGIES MUNIS AND ENERGOV PRODUCTS**

**REQUEST:** Authorization to enter into an agreement with Selectron Technologies, Inc., to integrate the existing Village of Wellington's VoicePermits and VoiceUtility system, with Tyler Technologies (new ERP) in the amount of \$59,500.

**EXPLANATION:** As part of the Village's Enterprise Resource Planning (ERP) System implementation, integrating the Village's existing Integrated Voice Response (IVR) System with the new ERP system is required.

The IT Department is seeking authorization to award a contract to Selectron Technologies, Inc, (existing IVR vendor) to integrate the existing IVR system with the Village's new ERP system (Tyler Munis/Energov).

The system will continue to allow residents to call into the automated system and perform the following functions:

- Schedule or cancel a building inspection
- Obtain results of a building inspection
- Obtain Plan Review comments
- Obtain information about utility account
- Pay utility bill

Selectron Technologies, Inc. is the only authorized vendor to provide code modifications, new applications, hardware and software upgrades to the existing 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 an agreement with Selectron Technologies, Inc., to integrate the existing Village of Wellington's VoicePermits and VoiceUtility system, with Tyler Technologies (new ERP), in the amount of \$59,500.

**BUDGET AMENDMENT REQUIRED:** NO

**PUBLIC HEARING:** NO

**QUASI-JUDICIAL:**

**FIRST READING:**

**SECOND READING:**

**LEGAL SUFFICIENCY:** YES

**FISCAL IMPACT:** Funds are budgeted in the Information Technology Budget (001-0170-513-31-01)

**WELLINGTON FUNDAMENTAL:** Responsive Government

**RECOMMENDATION:** Authorization to enter into an agreement with Selectron Technologies, Inc., to integrate the existing Village of Wellington's VoicePermits and VoiceUtility system, with Tyler Technologies (new ERP) in the amount of \$59,500.