



Interoffice Memorandum

July 31, 2018

To: Mayor Teresa Jacobs
and the Board of County Commissioners

From: Carrie Mathes, Manager, Procurement Division

Contact: Tim Armstrong, Assistant Director, Utilities Department
407-254-9745

Subject: Approval of Contract Y17-125-PD, Utilities Customer Information System (CIS) Solution: Payment Gateway, Interactive Voice and Web Response (IVR and IWR), Outbound Notifications, Call Center Module and Mobility Solution

ACTION REQUESTED:

Approval of Contract Y17-125-PD, Utilities Customer Information System (CIS) Solution: Payment Gateway, Interactive Voice and Web Response (IVR and IWR), Outbound Notifications, Call Center Module and Mobility Solution, with Selectron Technologies, Inc. in the total contract award amount of \$2,854,979 for a 5-year term.

PROCUREMENT:

This contract replaces the Utilities Customer Information System payment gateway solution, customer self-service, and customer communication on premise components with secure off-site hosted components to deliver modern self-service payment and communication options, as well as meeting our customer identity and data protection objectives.

FUNDING:

Funding is available in account number 4420-038-1308-3197.

APPROVALS:

The Utilities Customer Service Division concurs with this recommendation.

REMARKS:

The selection of Selectron Technologies, Inc. was approved by the Board on November 28, 2017, with an authorization for the Procurement Division to negotiate and execute a final contract within a budget amount of \$2,000,000. At the conclusion of negotiations on April 11, 2018, Selectron Technologies, Inc. provided a best and final offer of \$2,854,979.

Following the conclusion of negotiations, staff conducted due diligence efforts in an attempt to further validate the final price. Based on analysis of Selectron Technologies Inc.'s GSA contract, review of two competitive vendor quotes, and comparison with six additional procurements, staff determined that the best and final offer is fair and reasonable.