



Interoffice Memorandum

January 13, 2023

TO: Mayor Jerry L. Demings
-AND-
County Commissioners

FROM:  Carrie Mathes CFCM, CPPO, C.P.M., Manager II, Procurement Division

CONTACT: Edgar Cuartas, Utilities Customer Service Manager, Utilities Department
407-254-9765

SUBJECT: Approval of Amendment No. 2, Contract Y17-125, Utilities Customer Information System Solution: Payment Gateway, Interactive Voice and Web Response Outbound Notifications, Call Center Module and Mobility Solution

ACTION REQUESTED:

Approval of Amendment No. 2, Contract Y17-125, Utilities Customer Information System Solution: Payment Gateway, Interactive Voice and Web Response Outbound Notifications, Call Center Module and Mobility Solution, with Selectron Technologies, Inc., in the amount of \$3,147,009, for a revised total contact award amount of \$6,027,438.

PURPOSE:

The amendment increases the quantity of prepaid messages from five million to 18 million, adds two outside drive-through payment kiosks and one indoor lobby payment kiosk, and increases the estimated annual transaction amount for the Forte Verify (Validate Plus) service. This amendment also extends the current contract term from April 1, 2024 through March 31, 2027.

FUNDING:

Funding is available in account numbers 4420-038-1308-3197 and 4420-038-1409-3192.

DISCUSSION:

This amendment is necessary to increase the quantity of prepaid messages [voice call, email or text (Short Message Service)] in the contract, extend the contract term and implement automated self-service payment kiosk options to update and streamline the County's labor-intensive and outdated drive-thru system. Customer messaging usage has significantly exceeded 2016 adoption expectations driven by customer preference and rapid adoption of the messaging system. The projected quantity of messages in the contract needs to be increased to adjust to current needs and projected usage through March 2027. The messaging rate is reduced from \$0.126 to \$0.09 per message with a pre-pay option, representing a 29% savings over the current contract. Payment kiosks provide a

Approval of Amendment No. 2, Contract Y17-125, Utilities Customer Information System Solution: Payment Gateway, Interactive Voice and Web Response Outbound Notifications, Call Center Module and Mobility Solution

Page 2

24x7 safe and secure non-contact payment option and improve hourly onsite payment system availability by nearly 300%. This amendment will allow the Utilities Department to continue expanding the County's communication and notification capabilities with increased capacity for ad hoc campaigns and to meet and exceed customer expectations for proactive messaging and judicious notifications. Proactive customer communications are a key factor in obtaining the J.D. Power award.

Selectron Technologies, Inc. (Selectron) currently meets the ISS security requirements, specifically, regarding internal communications origination.

The Utilities Department researched various alternative vendor proposals for both messaging and kiosk options. Selectron was found to have the lowest effective bundled (voice call, email, or text) message rate as well as the most cost-effective kiosk options. In making this determination, the Utilities Department also took into consideration that in the current market a new solicitation/vendor would likely incur implementation costs of approximately \$1.8 million.

The cost for the kiosks in this amendment was compared to a proposal from FirstData/Fiserv for purchase or lease of three kiosks for 36 months, with an estimated cost between \$379,500 and \$395,980. However, the proposal did not include messaging services nor three years of armor carrier services for cash collection (included w/Selectron). A separate agreement with Selectron would be necessary to add the messaging portion of this service. Also, they did not consider any transfer implementation costs. The proposal has differing communication protocols and does not include all the costs, nor all the services provided by Selectron.

The cost for messaging was compared to a Selectron messaging contract with the City of Lincoln, Nebraska, smaller usage than the County's, but this is a contract with Interactive Voice Response at \$0.35/each for the first 55,000 calls, then \$0.45/each thereafter and messages (assuming email and/or SMS text) at \$0.15/each. With this Amendment, the County's messaging rate, which includes voice call, email and text, is reduced from \$0.126 to \$0.09 per message with a pre-pay option.

The following are the previous contract actions:

Original Contract:

BCC Approval: 8/7/2018

Approval of Contract Y17-125-PD, Utilities Customer Information System (CIS) Solution:

Payment Gateway, Interactive Voice and Web Response, Outbound Notifications, Call Center Module and Mobility Solution, with Selectron Technologies, Inc. in the total contract award amount of \$2,854,979 for a five-year term.

Delivery Order 243757:

Added professional services to reconfigure the AutoPay system, resulting in additional charges of \$14,250, for a revised total contract amount of \$2,869,229.

Approval of Amendment No. 2, Contract Y17-125, Utilities Customer Information System Solution: Payment Gateway, Interactive Voice and Web Response Outbound Notifications, Call Center Module and Mobility Solution
Page 3

Amendment No. 1:

Added a commodity line for the Forte Verify (Validate Plus) service for Account Verification and Authentication and added \$11,200, for a revised total contract amount of \$2,880,429.