



## Cover Memorandum/Staff Report

---

**File #:** 23-1007

**Agenda Date:** 9/5/2023

**Item #:** 6.M.1.

---

**TO:** Mayor and Commissioners  
**FROM:** Jay Stacy, Chief Technology Director  
**THROUGH:** Terrence R. Moore, City Manager  
**DATE:** September 5, 2023

APPROVAL OF RESOLUTION NO. 132-23 TO AWARD AN AGREEMENT WITH SELECTRON TECHNOLOGIES INC. FOR THE PROCUREMENT OF PERMIT AND UTILITIES MANAGED SERVICES IN THE SELECTRON CLOUD ENVIRONMENT FOR BILLING AND INSPECTIONS

**Recommended Action:**

Motion to approve Resolution No. 132-23 to award an agreement with Selectron Technologies Inc. (Selectron) for the procurement of Permit and Utilities Managed Services in the Selectron Cloud Environment for billing and inspections.

**Background:**

Selectron Technologies, Inc. (Selectron) supplies and supports software and hardware utilized to accept the City of Delray Beach's (City) customers' payments for utility bills and building permit fees using checks and credit cards via the City's interactive voice response and web-based portals. Selectron was awarded an agreement in 2004 for this payment solution, and the City has used them exclusively for the related products and services since then. They have been deemed the city standard solution for utility billing and building permit payments, as they are the sole provider of Selectron products and services.

The City has migrated to the Selectron Hosted environment in 2018 for both web-portal and Interactive Voice Response (IVR) utility payments and inspection requests, which enables the City to accept payments over the phone or online. The migration to the hosted environment and upgrade to Selectron have occurred under an annual maintenance contract for the last 5 years. This agreement with Selectron is for an additional three-year term with two, one (1) year renewals thereafter. The City may elect not to renew at least 90 days before the end of the then-current agreement term.

The move to the Managed Services environment has allowed the City to maintain a fully functioning Utility Billing and Permit interface and retire the on-premise Selectron servers. The Managed Services environment is fully Payment Card Industry (PCI) compliant and serves as a hot site for disaster recovery with 99.9% availability. A hot site allows the City to continue computer and network operations when a computer or equipment disaster happens.

Utility Billing currently bills out more than \$3,000,000 per month in Utility Services through this system. Any down time to this application could severely impact the City and our customers.

**Attachments:**

1. Resolution No 132-23
2. Master Services and Hosting Agreement
3. Legal Review Checklist
4. City Standard Approval

**Financial Impact:**

Annual maintenance for 5 years:

Year 1	\$87,650
Year 2	\$77,650
Year 3	\$77,650
Year 4	\$77,650 (optional renewal)
Year 5	\$77,650 (optional renewal)

Total Investment        \$398,250

This motion is in accordance with City Code of Ordinances Section 36.02, Commission Approval Required and Purchasing Policies; Limited or No Competition Acquisitions.

**City Attorney Review:**

Approved as to form and legal sufficiency.

**Funding Source:**

001-16-000-516.54-11 Books, Subs, Pubs & Membership Subscriptions