



Legislation Text

File #: 17-176, Version: 1

TO: Mayor and Commissioners
FROM: Gwendolyn Spencer, Chief Information Officer
THROUGH: Chief Neal de Jesus, Interim City Manager
DATE: March 1, 2017

APPROVAL OF AN AWARD TO SELECTRON TECHNOLOGIES, INC. FOR AN UPGRADE TO THE CITY'S INTERACTIVE VOICE RESPONSE SYSTEM AND WEB PAYMENTS SYSTEM

Recommended Action:

Motion to Award an upgrade of the City's interactive voice response system and web payments system from Selectron Technologies, Inc. in an amount of \$15,100.00.

Background:

Since 2004, Selectron has been the vendor that the City has used for interactive voice response (IVR) and web credit card payments in our Utility Billing and Building Permit services offered to the public. The current Selectron system (which the City has had in place for some time) is no longer compliant with Payment Card Industry Data Security Standard (PCI) rules and regulations. There is a solution available in order to bring the use of this system into compliance; which is to purchase the most recent upgrade offered by our vendor to our IVR software. The upgrade to our existing system will allow for continued utilization of online and IVR credit card customer payments.

To date, the City has spent \$23,800.00 with Selectron for the annual maintenance of the IVR software. This present request for purchase of the software upgrade will result in Selectron purchases approximating \$39,000.00 for fiscal year 2017. In accordance with the Code of Ordinances, Chapter 36, Section 36.03(B), "Multiple Acquisitions from Vendors Exceeding \$25,000.00 in Any Fiscal Year", this purchase will need the authorization of the City Commission.

This recommendation complies with the City Code of Ordinances, Chapter 36, Section 36.02(C)(6)(b) "City Standard".

City Attorney Review:

Approved as to form and legal sufficiency.

Finance Department Review:

Finance recommends approval.

Funding Source:

Funding is available from account number 001-1811-513.66-10 (General Fund: Software)

Timing of Request:

The upgrade is required prior to June 30, 2017 to be in compliance with PCI regulations

