



## AGENDA MEMORANDUM

Action item for the City Council Meeting of January 14, 2020

**DATE:** January 14, 2020

**TO:** Peter Zaroni, City Manager

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<p><b>Service Agreement for PremierPro Support and Maintenance Services for the Interactive Voice Response Phone System</b></p>
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**CAPTION:**

Resolution authorizing a five-year service agreement with Selectron Technologies, Inc. of Portland, Oregon in an amount not to exceed \$138,300.00 for the purchase of PremierPro support and maintenance services for the Interactive Voice Response (IVR) phone system for the Communications Department, effective upon issuance of notice to proceed, with FY 2020 funding in an estimated amount of \$26,050.00 available through the Information Technology Fund.

**SUMMARY:**

This service agreement is for PremierPro support and maintenance services for the IVR phone system for the Communications Department, which consists of an all-in-one system that manages the functionality, maintenance services, and upgrades.

**BACKGROUND AND FINDINGS:**

The City of Corpus Christi purchased the IVR phone system in 2004 and Selectron Technologies, Inc. has been the sole provider for service and maintenance for fifteen years. The Communications Department is requesting the continuance of the Selectron Technologies, Inc. PremierPro support and maintenance services for the IVR phone system. The IVR phone system is used for bill payments, business services, information and faxing through the City's telephone systems. This system is essential for supporting

utility billing and informational IVR's for various City departments. The support and maintenance of the IVR phone system helps the City better communicate with provide service to its citizens. Selectron Technologies, Inc. is the sole source supplier for PremierPro support and maintenance services for the IVR phone system services.

### **ALTERNATIVES:**

No other provider can perform the product updates, enhancements, modifications, application database integration changes and technical support for the IVR phone system.

### **FISCAL IMPACT:**

The fiscal impact is an amount not to exceed \$26,050.00 for the first year of the five-year service agreement from the FY 2020 Information Technology Fund. The remaining cost of \$112,250.00 for the remaining four years will be budgeted in future years through the annual budget process.

### **FUNDING DETAIL:**

Fund:	5210 Info Tech Fund
Organization/Activity:	11475 E-Government Services
Mission Element:	172 Customer Service
Project # (CIP Only):	N/A
Account:	540037 E-Gov Applications
Cost:	\$26,050.00

### **RECOMMENDATION:**

Staff recommends approval of the motion authorizing a five-year service agreement with Selectron Technologies, Inc., for the PremierPro support and maintenance services for the IVR phone system for Communications Department as presented.

### **LIST OF SUPPORTING DOCUMENTS:**

Resolution  
Service Agreement