

**CITY OF PEORIA, ARIZONA
COUNCIL COMMUNICATIONS**

CC: 2C
Amend No. _____

Date prepared: February 1, 2008

Council Meeting Date: February 19, 2008

TO: Terrence L. Ellis, City Manager
FROM: Glen Van Nimwegen, Community Development Director *GN*
PREPARED BY: Lauren Lupica, Senior IT Project Consultant
SUBJECT: Single Source Contract for Selectron IVR Upgrade

RECOMMENDATION:

The Mayor and Council approve the single source contract with Selectron Technologies, Inc. for upgrading the Selectron IVR (Interactive Voice Recognition) application. Funding is available from the Accela Automation permitting system project budget [3500-3850-543007 08341]. The cost of the upgrade is \$60,320; ongoing costs are included in IT's ongoing maintenance budget and will not be affected by this purchase.

SUMMARY:

The Community Development, Engineering and Fire Departments are currently in the process of replacing their permitting system, Permits Plus, with Accela Automation.

Permits Plus is integrated with Selectron Technologies' IVR, allowing the public to request and schedule inspections in an automated fashion over the telephone; however this version of the IVR system is outdated.

This contract will support the upgrade of the current Selectron IVR integrated with Permits Plus to a version compatible with the new permitting system, Accela Automation. The new version will also include additional features, such as allowing the public to check the status of permit applications, inspection requests and inspection results. This enables citizens and the business community to interact with the system by phone outside of the City's normal business hours.

CITY CLERK USE ONLY:

- Consent Agenda
- Carry Over to Date: _____
- Approved
- Unfinished Business (Date heard previous: _____)
- New Business
- Public Hearing: No Action Taken

ORD. # _____ RES. # _____
LCON# 01407 LIC. # _____
Action Date: _____

ATTACHMENT:

1. Request for Single Source



REQUEST FOR SINGLE SOURCE

Return to: Materials Management

MATERIALS MANAGEMENT Procurement
8401 W. Monroe Street, Room 150
Peoria, Arizona 85345-6560

Telephone: (623) 773-7115
Fax: (623) 773-7118

Date: January 17, 2008 From: Lauren Lupica

Subject: Single source request for the purchase of IVR Upgrade from Selectron Technologies

| | | | |
|--------------------|--|-----------------------|-------------------------------|
| Requested supplier | <u>Selectron Technologies, Inc.</u> | Telephone | <u>503-443-1400</u> |
| Supplier's address | <u>7405 SW Tech Center Drive Suite 140</u> | Facsimile | <u></u> |
| | <u>Portland OR 97223</u> | Funding Source | <u>3500-3850-543007 08341</u> |
| Contact | <u></u> | Estimated Expenditure | <u>\$60,320</u> |

Statement of Need:

The department's recommendation for single source is based upon an objective review of the product/service being required and appears to be in the best interest of the City. I am aware of no conflict of interest or compromising action. Personal familiarity with particular brands, types of equipment, materials or firms has not influenced the request to single source this purchase. Refer to the attached single source justification as prepared by our department, to the attached review of available products/services and to our completed purchase requisition.

[SIGNED COPY IN MATERIALS MANAGEMENT PENDING COUNCIL APPROVAL]

Signature of Requesting Division Manager

Lauren Lupica

Approval of Department Director

Date

02-04-08

Date

Materials Management Comments:

Materials Management Approvals:

Buyer

Date

Materials Manager

Date

Single Sourcing:

All Single Source requests shall contain the following information:

1. Full explanation of the product or service required.
2. A full explanation of the existence of a single source condition which explains the rationale for noncompetitive procurement.
3. A detailed summary of efforts made to locate other potential sources, methods to locate them, and the reasons for selection or rejection of each potential source.

Examples of a single source procurement could be:

1. Immediate or past experience with a supplier which could impact price or quality.
2. Critical delivery schedule.
3. Current contractual involvement.

Please note, a single source procurement is not a vehicle to circumvent competition in the market place nor should it be used as a result of poor planning, a desire to not write specifications, or end of year budget expiration. Single source procurement should be utilized with extreme caution to avoid problems such as failure to recognize the true market value of the product or service, motivation of the supplier to perform quality work, lack of backup supplier in the event of nonperformance, and lack of negotiation leverage. The positives should outweigh the negatives.

Please submit Purchase requisition and single source request in advance to allow sufficient time for review and negotiation of a contract.

Single Source Justification

The current version of Selectron's IVR has been implemented, integrated with the current permitting application (Permits Plus) and in use by the City for several years with no major issues and good vendor support. The upgrade to version 4 is necessary for integration compatibility with the new permitting application (Accela Automation) scheduled to be implemented in October 2008.

The project team considered a move to Accela's IVR. Both vendors – Accela and Selectron – recommended using Selectron's IVR, as Accela's IVR does not provide the functionality or stability that Selectron's IVR provides. In addition, the cost of moving to another vendor's IVR would be substantially more than performing the upgrade.

This software is proprietary and there are no other vendors who can provide the necessary support and maintenance while this system is in use. Maintenance costs are covered under ACON 03703.