



AGENDA ACTION FORM

Consideration of a Resolution Authorizing an Agreement with Selectron Technologies, Inc for a Master Services and Hosting Agreement for 5-year contracted Upgrade of Software

To: Board of Mayor and Aldermen
From: Chris McCartt, City Manager *CM*

Action Form No.: AF-286-2024
Work Session: October 14, 2024
First Reading: NA
Final Adoption: October 15, 2024
Staff Work By: Finance\IT
Presentation By: Floyd Bailey

Recommendation:
Approve the Resolution.

Executive Summary:
The city of Kingsport has been using Selectron Technologies solution for over 15 years. It provides the interactive voice bill pay and proactive messaging for our utility billing and customer notifications. This is a renewal and an upgrade to the hosted, managed environment for the Interactive Voice Response (IVR) solution.

The savings for a 5-year contract is **\$220,850.37**. It is recommended that we accept this 5-year agreement. If we renewed yearly the commitment Annual Average is quoted as \$88,804. This calculates to a total 5-year cost of \$444,020.

Our 5-year agreement includes a significant discounts and costs will be:
Year 1 - \$42,500; Year 2 - \$43,521; Year 3 - \$44,587; Year 4 - \$45,700; Year 5 - \$46,862
The total cost: \$223,170.00

The funding for this is identified as operational and covered by the Water and Information Technology operating budgets: 411-5002-501-2055 and 110-1013-404-2057

Attachments:
1. Resolution
2. Contract

	<u>Y</u>	<u>N</u>	<u>O</u>
Baker	—	—	—
Cooper	—	—	—
Duncan	—	—	—
George	—	—	—
Mayes	—	—	—
Phillips	—	—	—
Montgomery	—	—	—