

RESOLUTION NO. _____

A RESOLUTION AUTHORIZING THE MAYOR TO EXECUTE AN AGREEMENT WITH SELECTRON TECHNOLOGIES, INC. FOR AN UPGRADE FOR THE INTERACTIVE VOICE RESPONSE (IVR) SOLUTION

WHEREAS, staff recommends entering into an agreement with Selectron Technologies, Inc. for an upgrade to the hosted, managed environment for the Interactive Voice Response (IVR) solution; and

WHEREAS, Selectron Technologies provides the interactive voice bill pay and proactive messaging for the City's utility billing and customer notifications; and

WHEREAS, the term of the contract is for five years in an amount not to exceed \$223,170.00; and

WHEREAS, the funding is available in the following accounts: # 411-5002-501-2055 and # 110-1013-404-2057.

Now therefore,

BE IT RESOLVED BY THE BOARD OF MAYOR AND ALDERMEN AS FOLLOWS:

SECTION I. That the agreement with Selectron Technologies, Inc. for an upgrade to the hosted, managed environment for the Interactive Voice Response (IVR) solution is approved.

SECTION II. That the mayor, or in his absence, incapacity, or failure to act, the vice-mayor, is authorized and directed to execute, in a form approved by the city attorney and subject to the requirements of Article X, Section 10 of the Charter of the City of Kingsport, the Agreement with Selectron Technologies, Inc. to deliver the agreement and take any and all action as may be required on the part of the city to carry out, give effect to, and consummate the transactions contemplated by the agreement and this resolution.

SECTION III. That the board finds that the actions authorized by this resolution are for a public purpose and will promote the health, comfort, and prosperity of the citizens of the city.

SECTION IV. That this resolution shall take effect from and after its adoption, the public welfare requiring it.

ADOPTED this the 15th day of October, 2024.

PAUL W. MONTGOMERY, MAYOR

ATTEST:

ANGELA MARSHALL, DEPUTY CITY RECORDER

APPROVED AS TO FORM:

RODNEY B. ROWLETT, III, CITY ATTORNEY