CITY OF NORMAN, OK
STAFF REPORT

MEETING DATE: 02/22/2022

REQUESTER: Kari Madden

PRESENTER: Kari Madden, IT Manager – Business Systems and Development

ITEM TITLE: CONSIDERATION OF APPROVAL, ACCEPTANCE, REJECTION, AMENDMENT, AND/OR POSTPONEMENT OF CONTRACT K-2122-99: A LETTER OF UNDERSTANDING BY AND BETWEEN THE CITY OF NORMAN, OKLAHOMA, AND SELECTRON TECHNOLOGIES, INC., IN THE AMOUNT OF $40,000 TO PROVIDE SOFTWARE INSTALLATION, IMPLEMENTATION, AND THE FIRST YEAR HOSTING AND MAINTENANCE OF THE PERMITTING INTERACTIVE VOICE RESPONSE SYSTEM USED FOR INSPECTION RESULTS, MESSAGING, SCHEDULING, CANCELLATIONS, AND ALL RELATED PERMITTING PROCESSES FOR INSPECTORS AND CONTRACTORS.

BACKGROUND:

The City of Norman first implemented an Interactive Voice Response (IVR) System with Selectron Technologies, Inc. in October 2002. The project included software installation, implementation of the system and its integration to the existing HTE permitting software, support and maintenance.

DISCUSSION:

The City has operated and maintained the Permits IVR system with Selectron Technologies, Inc. for almost 20 years. Selectron is a leader in the industry of IVR systems for municipalities. The IVR system allows contractors and inspectors to access and manage inspection results by use of calling a local number. Some key features the system provides are access to inspection results, messaging, scheduling or rescheduling, cancellations, ability to post inspection results, and messaging.

Discovery and configuration processes are underway for the new Community Development and Permitting System ("CityView") of which Selectron is a partner to provide the IVR for this project. Through discussions with Selectron, staff are recommending to proceed with an upgrade and hosting service now of our present IVR system and its integration with the legacy system. By hosting now, the software and migration will be complete ahead of the CityView implementation. By doing the implementation now, Selectron is agreeing to waive integration and environment fees that are normally charged to integrate their application to CityView. The integration between Selectron and the CityView system will be developed as we get closer to the final implementation of the City View system.

Selectron has presented the City with a letter of understanding for the scope of work to complete this implementation, which includes a 5-year renewable maintenance contract. The cost of that with the first year maintenance is $40,000. Subsequent year's maintenance was negotiated to $15,000 and will be paid out of annual appropriations for software maintenance in the IT Software Maintenance account (10123121-44226) starting in Year 2. Funds are available to complete the scope of work, implementation and first year maintenance in contingency in Computer System Replacement, Design (Account 50195529-46201; Project BG0070).

RECOMMENDATION:

Staff recommends approval of the letter of understanding and 5-year renewable maintenance agreement between the City of Norman and Selectron Technologies, Inc. in the amount of $40,000.