



MEMORANDUM

The City of OKLAHOMA CITY

OCMFA Agenda
Item No. MFA. A
9/10/2024

TO: Chairman and Trustees of the Oklahoma City Municipal Facilities Authority

FROM: Craig Freeman, City Manager/General Manager, OCMFA

Amendment No. 1 to Professional Services Agreement with Selectron Technologies, Inc., to provide interactive voice response system support, maintenance and related products and services, to upgrade and migrate the on-premise Selectron Relay Permits IVR, SelecTXT, and Atlas Insight software into the vendor hosted cloud environment, estimated cost \$319,830, extending the term through March 31, 2030.

Background:

On August 13, 2013 (Item No. MFA.A.), the Oklahoma City Municipal Facilities Authority (OCMFA) adopted a resolution for the purchase and implementation of an interactive voice response (IVR) system to integrate with Accela; and approved a Software License Agreement, and Support and Maintenance Agreement with Selectron Technologies, Inc., August 13, 2013 through August 31, 2020.

Accela is the integrated planning, permits and licensing information system utilized by The City of Oklahoma City (City). The integrated IVR system provides an alternative and more efficient process than manually requesting inspections for permits via phone or fax. In addition, Selectron Technologies has SelecTXT, the only application for inspection scheduling via text messaging, and Atlas Insight, the only application for workforce efficiency monitoring, capable of interface with Accela.

On October 19, 2018 (Item No. MFA.A.), the OCMFA approved the Sole Source Agreement with Selectron Technologies, Inc. and adopted a resolution to ratify the purchase of SelecTXT and Atlas Insight, October 9, 2018 through March 31, 2019.

On May 26, 2020, (Item No. MFA.E.), the OCMFA entered into a Professional Services Agreement with Selectron Technologies, Inc., to provide interactive voice response system support, maintenance, and related products and services, May 26, 2020 through March 31, 2025.

Staff recommends approval of Amendment No. 1 to allow the upgrade and migration of the on-premise Selectron Relay Permits IVR, SelecTXT, and Atlas Insight software into Selectron's hosted environment, and extending the term of the Professional Services Agreement for an additional 5 -year term, April 1, 2025 through March 31, 2030.

Estimated Cost:

\$319,830

Term:

Extending the term through March 31, 2030

Source of Funds:

3009-2502003-52010062

IT Projects>OCMFA> IT-Plan, Permit, & License System>IT Permit & Licensing Systems

Review:

Information Technology

Recommendation: Amendment to Professional Service Agreement be approved.