



Legislation Details (With Text)

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**File created:** 12/7/2023      **In control:** City Council  
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**Title:** A Resolution authorizing the Director of Purchasing to enter into an enterprise service agreement with Selectron Technologies for multiple Interactive Voice Response (IVR) systems.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Aurora Selectron LOU 121223.pdf

Date	Ver.	Action By	Action	Result
12/19/2023	1	Committee of the Whole	(PLACED ON CONSENT AGENDA)	
12/19/2023	1	City Council	approved on the Consent Agenda	
12/14/2023	1	Finance Committee	recommended for approval	Pass

**TO:** Mayor Richard C. Irvin

**FROM:** Michael Pegues, Chief Information Officer  
Jeff Anderson, Deputy CIO

**DATE:** December 6, 2023

**SUBJECT:**

Resolution authorizing the Director of Purchasing to enter into an enterprise service agreement with Selectron Technologies for multiple Interactive Voice Response (IVR) systems.

**PURPOSE:**

Resolution R23-240 approved the purchase of Selectron's SelectTXT product that provides connectivity directly with Central Square's TRAKiT solution to allows constituents and contractors increased flexibility in scheduling inspections, reviewing results, and following permit progress throughout the course of their project.

After this purchase and continued discussions with Selectron, City staff determined that to reduce risk, increase payment card industry (PCI) compliance and achieve economies of scale, it was in the City's best interest to combine all Selectron products into one coterminous contract.

**BACKGROUND:**

This original requests for the use of Selectron products over the years stem from the desire to allow fees to be paid over the phone and most recently from contractor complaints needing to more quickly and easily setup inspections.

The City has had good success with the Selectron products and now wishes to consolidate the contracts and move the services to the Selectron private Internet cloud.

**DISCUSSION:**

By moving these services to the cloud, Selectron will be responsible for the performance of the service as well as any hardware, operating system or software upgrades required. This reduces risk to the City and inline with the IT Strategic Plan that desires to move customer facing services to more secure cloud-based platforms.

The five-year cost of the consolidated Selectron products is shown below:

Product	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Relay SelectTXT	17,375.00	8,000.00	8,000.00	8,000.00	8,000.00	49,375.00
Managed Service	67,780.00	68,730.00	69,710.00	70,720.00	71,760.00	348,700.00
Relay Permits	46,795.00	21,975.00	22,445.00	22,940.00	23,460.00	137,615.00
Relay Builder	41,000.00	6,750.00	6,750.00	6,750.00	6,750.00	68,000.00
Total	172,950.00	105,455.00	106,905.00	108,410.00	109,970.00	603,690.00

Funding for these services will be made available from account #101-1280-419.38-11.

Selectron is a Strategic Alliance Vendor with CST due to product type and interface with TRAKiT. They are the only company with an established IVR interface with CST

**IMPACT STATEMENT:**

By combining these contracts and moving the services to the Selectron private cloud, risk to the City is greatly reduced and PCI compliance is increased.

**RECOMMENDATIONS:**

The proposed resolution be adopted.

cc: Finance Committee



CITY OF AURORA, ILLINOIS

RESOLUTION NO. \_\_\_\_\_  
DATE OF PASSAGE \_\_\_\_\_

A Resolution authorizing the Director of Purchasing to enter into an enterprise service agreement with Selectron Technologies for multiple Interactive Voice Response (IVR) systems.

WHEREAS, the City of Aurora has a population of more than 25,000 persons and is, therefore, a

home rule unit under subsection (a) of Section 6 of Article VII of the Illinois Constitution of 1970; and

WHEREAS, subject to said Section, a home rule unit may exercise any power and perform any function pertaining to its government and affairs for the protection of the public health, safety, morals, and welfare; and

WHEREAS, the City of Aurora has used several Selectron Technologies products for many years and desires to combine these services into one contract and move services to the Selectron Technologies cloud; and

WHEREAS, funding for these services will be made available in account 101-1820-424.38-11; and

WHEREAS, this type of interface to Central Square has only a single Strategic Alliance vendor; and

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Aurora, Illinois, as follows: the Director of Purchasing is hereby authorized to enter into an enterprise service agreement with Selectron Technologies for multiple Interactive Voice Response (IVR) systems for a five year total of \$603,690.00.