



City of Tacoma

Resolution No.: \_\_\_\_\_

Meeting Date: \_\_\_\_\_

**Contract and Award Letter  
Purchase Resolution —Exhibit "A"**

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**TO:** Board of Contracts and Awards  
**FROM:** Daniel Eugene Key, Information Technology Department  
Jennifer Ward, Technology Manager, Information Technology Department  
**COPY:** City Council, City Manager, City Clerk, EIC Coordinator, LEAP Coordinator, and  
Tad Carlson, Finance/Purchasing  
**SUBJECT:** Increase and Extension of Interactive Voice Response System and Atlas  
Application for Tacoma Power Electrical Permitting, Contract No.  
CW2237725/C1442 - January 24, 2023 City Council  
**DATE:** December 30, 2022

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**RECOMMENDATION SUMMARY:**

Information Technology Department requests approval to increase Contract No. CW2237725/C1442 to Selectron Technologies, Inc, Portland, OR, by \$293,404, plus applicable taxes, budgeted from the Information Technology Fund, 5800, to implement Interactive Voice Response (IVR), SelecTXT, Atlas Insights, and Atlas Inspections to Electrical Permitting and ongoing support and maintenance for Tacoma Power Electrical Inspection and Planning and Development Services (PDS). This increase will bring the contract to a cumulative total of \$1,268,404 plus applicable taxes.

**STRATEGIC POLICY PRIORITY:**

- Ensure all Tacoma residents are valued and have access to resources to meet their needs
- Assure outstanding stewardship of the natural and built environment
- Encourage and promote an efficient and effective government, which is fiscally sustainable and guided by engaged residents.

**BACKGROUND:**

Tacoma Power Electrical Services is transitioning its permitting and inspection services from SAP to the City's existing permitting platform, Accela. Currently, the City leverages products from Selectron Technologies for PDS that are fully integrated with Accela. These Selectron products provide customers with the ability to manage both inspection requests and make credit card payments 24/7 via the IVR along with an automated inspection management texting solution called SelecTXT.

Further, PDS inspectors use a Selectron product called Atlas, which has two features known as Atlas Insights and Atlas Inspections. The Atlas products allow for quick identification of daily workloads of inspectors, easy load balancing by supervisors and support staff, and an app that allows for real time inspection results in the field and ability to communicate efficiently with the customer through in-app email and texting features.

In 2023, Tacoma Power's Electrical Inspection will migrate their current permitting and inspection processes from SAP to Accela and leverage the Selectron products used by PDS to create consistency among departments and permitting customers. In addition to existing English and Spanish, Vietnamese, Korean and Russian languages will be deployed to the IVR and texting tools to better support customers. To meet Payment Card Industry (PCI)



compliance, a new functionality will be implemented to enable Utility Service Representative (USR) to transfer a caller into the IVR to make a credit card payment and then choose to transfer back to the USR previously assisting the customer or end the call.

Finally, the scope of the amendment includes an agreed upon five-year rate structure for the ongoing Support & Maintenance of the Selectron products. The current rate structure expires 12/31/2022. This contract amends and extends all existing and new services from Selectron through 12/31/2027 for supporting permitting services across PDS and Tacoma Power Electrical Inspection.

ISSUE: Presently, Electrical Inspection has an IVR system that is integrated with SAP but will no longer be functional once permitting and inspection functions are migrated to Accela. Further, Electrical Inspection lacks many modern features for customers such as the ability to pay by phone (which is PCI compliant), multi-language options for customers managing their inspections, and the ability to manage inspections via an automated text system. Inspection staff will be able to leverage Selectron's Atlas app for an easy and intuitive way to monitor their daily inspection workload, access electronic plans in the field, status inspections in real time, and be able to reschedule or cancel inspections as needed.

ALTERNATIVES: The alternative to expanding the existing contract with Selectron is to not provide customers alternatives to managing inspections or making credit card payments. They would be limited to only using the Accela customer website portal for scheduling, cancelling or receiving the results of their inspection. Also, payments could only be made through the Accela customer website.

For inspection staff, without the ability to use the Atlas products to manage inspections and daily load balancing, they would need to use the out-of-the box app provided by Accela which is not customizable and has connectivity issues. The Atlas app does not have the connectivity issues and has been designed to meet the specific needs of Tacoma inspectors.

**COMPETITIVE ANALYSIS:**

The City has a Master Services Hosting Agreement and subsequent amendments with Selectron Technologies, Inc., to establish access and provide licenses for an Interactive Voice Response (IVR) system, SelecTXT and Atlas. As Selectron is currently contracted for licenses and maintenance and technical support for PDS, moving to a different product would require significant implementation costs.

**CONTRACT HISTORY:**

This contract was originally awarded to Selectron Technologies, Inc., as a result of Request for Proposals (RFP) Specification No. PL14-0447F in September 2014. Master Services and Hosting Agreement, SAP Contract No. 4600010541 which migrated to Ariba Contract No. CW2237725/C1442, was executed on May 9, 2015.

On July 23, 2020, the City signed a Letter of Understanding expanding services to the Finance Department.



Amendment No. 1, effective April 1, 2021 and 2, effective April 1, 2021 added PCI language to the contract and added additional languages for the Finance scope of work.

Amendment No. 2, effective April 1, 2021, added Atlas and SelectTXT to the PDS scope of work, increasing the contract value to \$649,000. These amendments were approved under City Manager Action Memo (CMAM) dated July 16, 2021 which acknowledged estimated total spend on the contract of \$975,000 through July 23, 2025 including \$100,000 for anticipated scope of work expansion and when considering required ongoing licensing and maintenance costs.

Amendment No. 3, effective May 2, 2022 increased contract value by \$5,500 to \$654,500 for customizations to the Managed Relay Permits IVR & SelectTXT Customization.

This proposed Amendment No. 4 will increase the contract value by \$613,904 from \$654,500 to \$1,268,404

SUSTAINABILITY: Selectron Technologies, Inc., provides digital solutions and integrated products to meet the demands of agencies like City of Tacoma through a stable platform to convert existing processes to be fully digital. PDS' use SelectTXT has proven to be a reliable inspection app to create a better digital experience, and their use would create efficiencies in the electrical inspection process. Further, the IVR being translated to additional languages provides numerous customers with information and remove the need for written translations.

EQUITY IN CONTRACTING (EIC) COMPLIANCE: Not applicable

LOCAL EMPLOYMENT AND APPRENTICESHIP TRAINING PROGRAM (LEAP) COMPLIANCE: Not applicable

**FISCAL IMPACT:**

**EXPENDITURES:**

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
5800 Information Technology	593322	5310100	\$64,500
5800 Information Technology	593322	5412170	\$228,904
<b>TOTAL</b>			<b>Up to \$293,404</b>

**REVENUES:**

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
5800 Information Technology	593322	5310100	\$64,500
5800 Information Technology	593322	5412170	\$228,904
<b>TOTAL</b>			<b>Up to \$293,404</b>



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**FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: \$190,715**

**ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes**

**IF EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED. N/A**