



Detroit Water and Sewerage Department

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Legislation Text

File #: 2023-109, **Version:** 1

The Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to **approve Amendment No. 3 to DWSD Contract No. 6002038 with Selectron Technologies Inc. to continue providing for the Interactive Voice Response (IVR) Installation and Maintenance Services by adding \$30,000 for an amended total contract amount not to exceed \$817,928.00 and extending the term by 1 month (through 5/30/23) to pay forthcoming invoices**, and also authorizes the Director to take such other action as may be necessary to accomplish the intent of this vote.

Agenda of May 17, 2023

Item No. 2023-109

Proposed Amendment No. 3

Contract No.: 6002038

Contractor: Selectron Technologies, PO Box 5037-252, Portland, OR 97208

Current Contract Amount: \$787,928.00

Proposed Amendment No. 3 Amount: \$30,000.00

Proposed New Total Contract Amount: \$817,928.00

Current Contract Term: 5/31/19 - 4/30/23

Proposed Amendment No. 3 Extension: 5/01/23 - 5/30/23

Proposed New Contract Term: 5/31/19 - 5/30/23

TO: The Honorable
Board of Water Commissioners
City of Detroit, Michigan

FROM: Gary Brown, Director
Water and Sewerage Department

RE: **Proposed Amendment No. 3 to Contract No. 6002038**
To add funds and one month to the contract term to pay invoices for services rendered for the IVR Installation and Maintenance Services
Selectron Technologies Inc.

MOTION

Upon recommendation of Marqaiicha Welch, Procurement Manager, the Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to **approve Amendment No. 3 to DWSD Contract No. 6002038 with Selectron Technologies Inc. to pay invoices associated with services provided for the Interactive Voice Response (IVR) Installation and Maintenance Services by adding \$30,000 for an amended total contract amount not to exceed \$817,928.00 and extending the term by 1 month (through 5/30/23)**, and also authorizes the Director to take such other action as may be necessary to

accomplish the intent of this vote.

BACKGROUND & JUSTIFICATION

Since 2015, DWSD has utilized an on-site payment IVR provided by Selectron Technologies. The initial contract provided much needed telephone access for DWSD's customers by allowing them to enquire on their account balances and pay their monthly water bills. The system currently processes over \$22 million in customer payments per year. This equates to approximately 600,000 calls per year with each call averaging 4 minutes in length. The Selectron payment IVR is a critical software package used by DWSD.

PROCUREMENT METHOD

DWSD Information Technology Department submitted requisition #506603, requesting Amendment # 3 to add funding in the amount of \$30,000 and extend the term by one (1) month, for a new expiration date of 5/30/23. The time and funds extension will support the division's efforts to pay final invoices for services rendered prior to the end of the contract.

The award and execution of this amended contract is dependent upon Selectron obtaining approved clearances. A formal amended contract document is not required.

SUMMARY

A. Contract No.:	6002038
B. Current Contract Amount:	\$395,710
C. Amendment #1 Amount:	\$212,218
D. Amendment #2 Amount	\$180,000
E. Proposed Amendment # 3	\$30,000
F. Proposed New Total Contract Amount:	\$817,928
G. Current Contract Term:	5/31/19 - 4/30/23
H. Proposed Amendment #3 Extension:	5/01/23 - 5/30/23
I. Proposed New Contract Term:	5/13/19 - 5/30/23
J. Funding Source:	O&M Funds
K. GL String(s):	
	5720-20168-483301-622302-000205-10790-0000-000000 - 38.2% Water
	5820-20179-493301-622302-000226-15805-0000-000000 - 61.8 % Sewer

This proposed contract amendment was presented to the BOWC Finance Committee on May 3, 2023. Per DWSD procurement protocol, no other approvals are required.

