

RESOLUTION NO. \_\_\_\_\_

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF  
CHULA VISTA APPROVING AN AGREEMENT TO PROVIDE  
SOFTWARE UPGRADE, LICENSING, SUPPORT, AND  
MAINTENANCE SERVICES BETWEEN THE CITY AND  
SELECTRON TECHNOLOGIES, INC., AND APPROPRIATING  
FUNDS THEREFOR (4/5 VOTE REQUIRED)

WHEREAS, the City previously contracted with Selectron Technologies, Inc., (“Consultant”) to offer integrated voice response (IVR) services, providing customers convenient access to permit inspection management and information through their phones; and

WHEREAS, Consultant’s IVR services were fully integrated with the City’s permit software, Permits Plus; and

WHEREAS, when the City upgraded from Permits Plus to Accela Automation the IVR program was discontinued, resulting in customer complaints and efficiency; and

WHEREAS, restoring the IVR service will enhance customer service and increase staff efficiency; and

WHEREAS, in addition to restoring the IVR services previously offered, the City wishes to offer automatic outbound text and email notifications to customers regarding their permit status and improve efficiency in scheduling and managing inspections; and

WHEREAS, Consultant is offering an upgrade to the City’s previous Selectron IVR system, which is comprised of proprietary software specifically tailored to provide services for the City’s Development Services Department, and which cannot be upgraded by another party, resulting in unique compatibility requirements; and

WHEREAS, Consultant is the Accela Automation preferred partner for IVR solutions, resulting in unique performance capabilities; and

WHEREAS, Consultant offers a uniquely proprietary product, preferred for integration with the City’s permit processing software, resulting in unique compatibility requirements and unique performance capabilities and therefore a formal solicitation of proposed services would not be productive; and

WHEREAS, pursuant to Chula Vista Municipal Code (CVMC) Section 2.56.070(B)(4) and the above facts, the Purchasing Agent has determined Consultant is uniquely qualified to serve as the Consultant for this project that the proposal shall not be subject to competitive bidding requirements; and

WHEREAS, the Consultant warrants and represents that they are experienced and staffed in a manner such that they are and can prepare and deliver the services required of Consultant to City within the timeframes herein provided all in accordance with the terms and conditions of the subject Agreement, a copy of which is on file in the City Clerk's Office.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Chula Vista, that it approves the agreement to provide software upgrade, licensing, support, and maintenance services, between the City and Selectron Technologies, Inc., in the form presented in Exhibit 1, with such minor modifications as may be required or approved by the City Attorney, a copy of which shall be kept on file in the Office of the City Clerk and authorizes and directs the Mayor to execute same.

BE IT FURTHER RESOLVED by the City Council of the City of Chula Vista, that it appropriates funds therefor.

Presented by

Approved as to form by

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Kelly G. Broughton, FASLA  
Director of Development Services

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Glen R. Googins  
City Attorney