



City Purchasing Division
Frances Rodriguez, Director

SOLE SOURCE PROCUREMENT FOR
Selectron Relay Interactive Voice Response (IVR) Solution for
Customer Care Call Management Support, Maintenance, and Notification Services
Dated: July 1, 2019

The City of Gallup, New Mexico has determined that the following unique support and maintenance for Selectron Relay Interactive Voice Response (IVR) requires specialized knowledge that only one vendor can provide.

A description of the required function that substantiates the sole source determination is as follows:

- 1.) Selectron Technologies, Inc. is the only Sungard Public Sector provider for IVR that has an interface to the Sungard Public Sector NaviLine software that the City of Gallup currently utilizes.
- 2.) Annual Managed Services Fee: \$44,175 (Year Four), Service Period: 1/01/2020-12/31/2020
- 3.) Interactive Voice Response (IVR)-Customer Care Management Maintenance \$21,500 (Recurring Payments); \$5000 (Stored Payments)

Contract details and required statutory information:

- 1.) Selectron Technologies, Inc.; 12323 SW 66th Avenue, Portland, OR 97223

To ensure that Procurement procedures are conducted in a fair and impartial manner, all qualified vendors are notified of the City's intent to award a Sole source contract. Qualified vendors and interested parties have an opportunity to submit evidence that more than one firm has the requisite ability to perform contract services prior to the proposed award date. If evidence presented reveals that more than one source is available to perform the contract, the City may issue a competitive solicitation.

Interested parties must submit thorough and comprehensive evidence, in writing by 5:00 p.m. on July 15, 2018 (fifteen days from date of this notification). Interested firms shall send their evidence in response to this notification in writing via facsimile, email, standard postal mail, or express courier to the attention of Frances Rodriguez, CPPB, City of Gallup P.O. Box 1270, Gallup NM 87305 (Mailing address) or 110 W. Aztec Avenue, Gallup NM 87301 (Physical address). Email frodriguez@gallupnm.gov fax number 888-920-0611.