



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: September 27, 2015

The City of Gallup, New Mexico has determined that the Customer Call Management Support, Maintenance, and Notification system for City of Gallup Customer Service Department and utility paying customers is unique and is a specialized service 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.) IVR will be made available in not only the English and Spanish languages but the Navajo language as well.
- 3.) Selectron will provide an instant notification system to City of Gallup utility customers through phone calls, emails, or SMS messages.

Contract details and required statutory information:

- 1.) Selectron Technologies, Inc.; 12323 SW 66<sup>th</sup> Avenue, Portland, OR 97223
- 2.) One time set up: \$42,965.00; Annual Managed Service Fee: \$22,615; Annual Call Fee: \$18,000.
- 3.) Award is contingent upon City Council approval.

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 October 12, 2015 (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 [fr Rodriguez@gallupnm.gov](mailto:fr Rodriguez@gallupnm.gov) fax number 505-722-5133.