

Division of Fiscal Control

Request for Legislation

An emergency ordinance authorizing the Director of Public Utilities to enter into one or more contracts with BancTec, Inc. for professional services necessary to provide appropriate system upgrades and hardware and software support and maintenance for their payment scanner and payment processing system for a period of two years.

Background/Purpose:

The Department of Public Utilities, Division of Fiscal Control (UFC) is requesting legislation to authorize the renewal purchase of the hardware and software maintenance with BancTec, Inc. (BancTec) and for system upgrade projects. UFC will utilize a direct award contract with BancTec to provide the necessary maintenance and service of the hardware and software and to complete the upgrade projects identified. UFC has utilized BancTec remittance processing equipment and on-call maintenance for more than 30 years.

UFC currently utilizes a BancTec mail scanner to image all sizes of payments and supporting documentation for Water, Water Pollution Control, NEORS and CPP payments. BancTec software is utilized to create all the necessary payment files which are uploaded to the appropriate billing systems along with the Image Cash Letter files which are sent to the appropriate banks for deposit. All BancTec hardware and software was purchased from BancTec and installed by BancTec.

Scope of Work/Commodities/Services:

The direct award contract with BancTec is needed to maintain our current:

1. XDS Intelliscan Remittance Processor,
2. Flatbed Scanner,
3. Windows Servers and PC's,
4. Various software related licenses,
5. On-call support and services,
6. Upgrade the XDS PC Controller's operating system,
7. Upgrade current PCR and PCA Clients with Windows 10 PC Clients.

Justification/Urgency:

UFC is requesting legislation to purchase the Upgrade Projects along with the Hardware and Software Maintenance Service Agreement through BancTec for the period: September 1, 2023 to August 31, 2025.

BancTec is the authorized sole source provider for maintaining BancTec hardware and software. There are no other authorized dealers available to provide service/maintenance due to proprietary diagnostic software covered by various patents and copyrights.

The reliability of the software and hardware are of the utmost importance to our daily operation to insure it will not be down for any significant period of time. The one stop processing and the on call customer support will assure the efficiencies, accurate application of payments and the integrity of the documents are processed and handled in a timely manner and in compliance with our policies.

Anticipated Costs and funding source:

\$180,055.55 related to the hardware and software maintenance for a period of two (2) years.
 \$25,745.00 related to the system upgrades.
 Operating Fund – Fund 50, Subfund 003

Schedule or Term of Contract:

Legislation is to lead to a direct award contract for an On-Call Maintenance Service Agreement for a period of two (2) years and a direct award contract for the Upgrade Projects noted.

CSB Participation:

Reason for no CSB participation:

- This is a direct award contract. Sole source, proprietary product. No opportunity for subcontracting.
- UFC will utilize direct award contract with BancTec, Inc. to provide support for proprietary hardware and software.

Current Contract:

Vendor Name	Vendor Address	Vendor Contact	OEO Participation	Contract Number	Contract Award Amount
BancTec, Inc.	2701 East Grauwylar Rd., Irving, TX 75061	Deborah Benitez	Sole Source, Proprietary Product. No Opportunity for Subcontracting.	CT #2005-PS2022-0256	\$48,395.99

Previous contracts:

Vendor Name	Vendor Address	Vendor Contact	OEO Participation	Contract Number	Contract Award Amount
BancTec, Inc.	2701 East Grauwylar Rd., Irving, TX 75061	Deborah Benitez	Sole Source, Proprietary Product. No Opportunity for Subcontracting.	CT #2002-PS2021-0227	\$47,311.69
BancTec, Inc.	2701 East Grauwylar Rd., Irving, TX 75061	Deborah Benitez	Sole Source, Proprietary Product. No Opportunity for Subcontracting.	PO #2005-D2020-0163	\$43,350.00