

**Division of Fiscal Control**

**Request for Legislation**

**Amend Ordinance No. 405-2023 that authorized 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, to add Imaging Business Machines, LLC (ibml) to provide hardware support and maintenance for year two.**

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**Background/Purpose:**

The Department of Public Utilities, Division of Fiscal Control (UFC) requested legislation to authorize the renewal purchase of the hardware and software maintenance with BancTec, Inc. (BancTec) and for system upgrade projects. UFC will utilize the 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.

BancTec sold their hardware support and maintenance services to Imaging Business Machines, LLC (ibml) effective for the 2024-2025 hardware maintenance period, after CT 2005 PS2023-317 was put into effect.

**Scope of Work/Commodities/Services:**

The direct award contract with BancTec and ibml 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 the amendment to purchase the Hardware Maintenance Service Agreement through ibml for the period: September 1, 2024 to August 31, 2025.

BancTec is the authorized sole source provider for maintaining BancTec hardware and software. As a result of BancTec selling of their hardware maintenance services to ibml effective with the hardware maintenance period beginning September 1, 2024, ibml is now the sole source provider for maintaining BancTec hardware. 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 ensure the accurate application of payments and the integrity of the documents processed and that they are handled in a timely manner and in compliance with our policies.

**Anticipated Costs and funding source:**

Hardware Maintenance Service Agreement through ibml for the period: September 1, 2024 to August 31, 2025 - \$42,926.49). Operating Fund – Fund 50, Subfund 003

**Schedule or Term of Contract:**

Legislation is to lead to a direct award contract for one (1) year with ibml.

**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 ibml for proprietary hardware support - September 1, 2024 to August 31, 2025.

**Current Contract:**

Vendor Name	Vendor Address	Vendor Contact	OEO Participation	Contract Number	Contract Award Amount
BancTec, Inc.	2701 East Grauwylers Rd., Irving, TX 75061	Deborah Benitez	Sole Source, Proprietary Product. No Opportunity for Subcontracting.	CT #2005-PS2023-317	\$205,800.55 Software Hardware Upgrades

**Previous contracts:**

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

BancTec, Inc.	2701 East Grauwyler Rd., Irving, TX 75061	Deborah Benitez	Sole Source, Proprietary Product. No Opportunity for Subcontracting.	PO #2005- D2022-201	\$37,717.88 Hardware
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