

**BANCTEC, INC.**

**DEPARTMENT OF PUBLIC UTILITIES**

**Ordinance No. 280-2026**

**Division of Fiscal Control**

**Request for Legislation**

**An emergency ordinance authorizing the Director of Public Utilities to enter into one or more contracts without competitive bidding with BancTec, Inc. for professional services necessary to provide software support and maintenance for their payment processing system for a period of two years.**

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## **Executive Summary – Request for Legislation**

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### **Background/Purpose:**

The Department of Public Utilities, Division of Fiscal Control (UFC), is requesting legislation to authorize a direct award contract for the software support and maintenance service agreement with BancTec, Inc. UFC will utilize the direct award contract with BancTec to provide the necessary maintenance and service of the BancTec software that UFC utilizes for remittance processing purposes. UFC has had BancTec as a vendor for more than 30 years.

UFC currently utilizes BancTec software to image all 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 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:

- On-call support and services of the BancTec Software.

### **Justification/Urgency:**

UFC is requesting legislation to purchase an on-call maintenance service agreement from September 1, 2026 to August 31, 2028 through BancTec.

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

The reliability of the BancTec software is the utmost importance to our daily operation to ensure it will not be down for any significant period. The one stop processing and the on-call customer support will ensure the accurate application of payments and maintain the integrity of the documents processed. Also, that they are handled in a timely manner and in compliance with our policies.

### **Anticipated Costs and funding source:**

\$104,213.78 for a period of two (2) years. Operating Fund – Fund 50, Subfund 003

### **Schedule or Term of Contract:**

Legislation is to lead to a direct award requirement contract for an on-call maintenance service agreement for a period of two (2) years.

### **CSB Participation:**

Reason for no CSB participation:

- This is a direct award contract. Sole source, proprietary product. No opportunity for subcontracting.

**Current Contract:**

<b>Vendor Name</b>	<b>Services Performed</b>	<b>Contract Info</b>
BancTec, Inc. 2701 East Grauwlyer Rd. Irving, TX 75061	Software support and maintenance.	PO D2025-142 \$49,889.91 for one year.