



City of Boynton Beach Agenda Item Request Form

Meeting Date: 03/23/2026

Proposed Resolution No. R26-046- Approve the purchase of annual licenses, maintenance, and support from Global Technology Solutions Inc., the provider of the City's Genesys call center solution, in an amount not to exceed \$200,000 annually.

Requested Action: Staff recommends approval of the Proposed Resolution No. R26-046.

Explanation of Request: The City previously procured the Genesys Contact Center Solution, implemented and supported by Global Technology Solutions Inc., a vendor specializing in customer engagement platforms, call center technology, and omnichannel communication systems. This software is currently used by Public Works, Development/Building, Utilities, and Customer Relations, all of which rely on the system for daily customer service operations, workflow management, and communication efficiency.

As part of the platform's ongoing operation, annual licensing, maintenance, and support fees are required to ensure continued functionality, security, and vendor-supported reliability. The requested funding will allow the City to make the annual payments required to maintain active licensing and support for these departments, and to accommodate any future expansion.

This agenda item covers only the recurring annual licensing and service costs associated with the previously approved and implemented system. The request is to spend \$200,000 annually for this service. The previous approval omitted the the annual expenditure authorization.

This purchase will be procured through the piggyback exemption of the purchasing policy. Piggyback contracts significantly benefit the City of Boynton Beach by providing a cost-effective and efficient way to procure goods and services. By leveraging agreements already in place with other governmental entities, the City can avoid the time-consuming and expensive process of issuing its own competitive bids. This allows quicker access to needed resources while often securing more favorable pricing through economies of scale achieved through larger contracts. Additionally, piggybacking ensures the City can tap into pre-vetted vendors who have already been thoroughly evaluated, reducing administrative burdens and risks associated with vendor selection. Ultimately, piggyback contracts streamline procurement, save taxpayer money, and improve the efficiency of City operations.

How will this affect city programs or services? This will affect the City by:

- * Operational Continuity: Ensure uninterrupted access to essential customer service systems.
- * Improved Efficiency: Maintains enhanced system features, updates, and support, enabling

staff to operate effectively

* Security & Compliance: Ensures adherence to required security patches, compliance standards, and audit requirements

* Scalability: Supports expansion as departmental needs grow

* Reduced Downtime: Maintain reliable vendor support for faster issue resolution and minimal service interruption

Budgeted Item: Yes

Account Line Item and Description: Utility 401-2814-536-49-17

Planning & Zoning 001-2414-515-46-91

Development/Building 130-2411-524-46-91

Public Works 431-2515-534-46-91

Utilities Customer Relations 401-2825-536-49-17

Fiscal Impact: The annual payment to Global Technology Solutions, Inc. covers the required licensing, maintenance, and support for the City's Genesys Contact Call Center. The not-to-exceed amount of \$200,000.00 represents the total yearly cost to maintain the system for all participating departments and allows for additions that may be needed.

Attachments:

[R26-046 Agenda_Item_4464-](#)

[2026_Resolution_for_Global_Technology_Solutions_GTS_purchase.docx](#)

[2026-03-10 - Order 43331921184](#)

[R24-295.pdf](#)

[fully-executed Statement of Work Phase 2.pdf](#)

[fully executed Order Form Quote #48886894976.pdf](#)

[Annual Spend To Date - 19638 - 03.11.2026](#)

[Genesys Cloud CX 3 Pricing \(1\).PNG](#)

[Genesys AI Experience Pricing \(2\).PNG](#)

[Contract ITS25-030 - Global Tech Solutions.pdf](#)

[GSA Participant Vendor List.pdf](#)

[47QSWA18D008F_Clause_Details.pdf](#)

[risk approval](#)

[COI](#)

[Global Technology Solutions - Software Addendum.pdf](#)