

RESOLUTION APPROVING MAINTENANCE AGREEMENT WITH SYSTEMS
AND SOFTWARE, INC. FOR THE CITY'S CUSTOMER INFORMATION AND
BILLING SOFTWARE

WHEREAS, in 2003 the City purchased the Customer Information and Billing System (enQuesta) from Systems and Software;

WHEREAS, the original Contract No. 2003-1295 requires annual maintenance agreements for continued use of the software;

WHEREAS, Systems and Software is the only company that can provide the maintenance;

WHEREAS, the cost of the annual maintenance agreement will be \$412,540 and includes technical support and maintenance releases;

WHEREAS, a sole source purchase from Systems and Software is being requested to ensure maintenance to the enQuesta system used by the City.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF GREENSBORO:

That the sole source purchase of \$412,540 for the upgrade to the enQuesta system used by the City is hereby approved with payment of said amount to be made from Account No. 501-7012-01.5415.