

**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 \$429,996.00 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 \$429,996.00 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.