

RESOLUTION APPROVING A CONTRACT IN THE AMOUNT OF \$471,300 WITH
SYSTEMS & SOFTWARE, INC. FOR THE UPGRADE OF THE EXISTING ENQUESTA
CUSTOMER INFORMATION SYSTEM FROM ENQUESTA V4 TO ENQUESTA V5

WHEREAS, The Water Resources Department and Systems & Software, Inc. have agreed to engage in the upgrade of the existing enQuesta Customer Information System (CIS) and ancillary modules from the currently installed release of enQuesta v4 to enQuesta 5;

WHEREAS, the core CIS (Billing, Service Orders, Collections, Customer Care) along with WebConnect and ancillary modules will be ported forward to allow for continued use of existing functionality;

WHEREAS, enQuesta system interfaces that are currently licensed will be ported forward and maintained in their as-is state;

WHEREAS, all standard features, new features, and changes within the enQuesta 5 product release will be included in this upgrade.

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

That the City is authorized to enter into a contract with Systems & Software, Inc. to upgrade the existing enQuesta CIS from enQuesta v4 to enQuesta v5. The Mayor and/or City Manager and the City Clerk are hereby authorized to execute on behalf of the City of Greensboro a proper contract to carry the proposal into effect, with Systems & Software, Inc. in an amount not to exceed \$471,300 in the following accounts: \$265,600 from 501-7012-01.6058, \$127,800 from 501-7012-01.5212, and \$77,900 from 501-7012-01.5413 and the associated budget adjustment.