



**DATE:** May 16, 2017  
**TO:** Barbara Harris, Assistant City Manager  
**FROM:** Tiffany Jones, M/WBE Specialist  
**DEPARTMENT:** Office of the City Manager  
**SUBJECT:** enQuesta Customer Information System

Attached is a waiver request for your approval. In the case of follow-on contracts for continued work that a current firm is providing, award to another contractor would result in substantial duplication of cost that are not expected to be recovered through competition. Therefore, the M/WBE Office supports the waiver of the Plan on this contract. The nature of this contract makes it impractical to apply the terms of the M/WBE Program Plan. Section VII (h)(i) of the M/WBE Program Plan allows for such a waiver under these circumstances.

If approved, please send signed copy to the M/WBE Office. Please give me a call at 373-7698 if you have any questions.

TJ  
Attachment

cc: Gwen Carter, M/WBE Coordinator

RECEIVED

MAY 17 2017

City Manager's Office

**Internal M/WBE Waiver Request Form**

Date: 05/11/2017 Department: Water Resources

Contact Name & Phone: Jeff Kimel, 373-2639

Contract Name and Number (if applicable):

A waiver of the M/WBE participation requirement may be requested by the **Originating Department** at least 5 business days **prior** to advertisement or solicitation. In detail below, please explain your reason for requesting a waiver (attach RFP & supporting documentation as necessary).

Final approval of the request will be made by the City Manager's Office.

In 2003, the City purchased its water and sewer billing system (enQuesta Customer Information System) from Systems & Software, Inc. under contract 2003-1295. Since that time, the system has undergone several upgrades to update it with the latest releases, technology, and business processes. Currently, the system is in need of another upgrade from Version 4 to Version 5. Systems & Software, Inc., the maker of the software system, is the only company that can provide the upgrade that is needed. Water Resources is requesting a sole source purchase, as it has in the past, from Systems & Software, Inc. for this upgrade.

Veronica Covert

Digitally signed by Veronica Covert  
DN: cn=Veronica Covert, o=City of Greensboro, ou=Water  
Resources, email=veronica.covert@greensboro-nc.gov, c=US  
Date: 2016.07.26 11:49:20 -04'00'



**\*This section is for M/WBE Office use only\***

Contact Name & Phone Number:

*Tiffany Jones*



The M/WBE Office supports the waiver request. Please submit any comments below.

1. The extraordinary and necessary requirements of the contract render application of the Program Elements infeasible or impractical. **Please explain in detail. (Attach supporting documentation as necessary)**

*See memo*

2. The nature of the goods or services being procured are excluded from the scope of this Program Plan.

**Please check one of the exclusions below: (Attach supporting documentation as necessary)**



Contracts that are subject to the U.S. Department of Transportation Disadvantaged Business Enterprise Program;



Sole Source: the required supplies or services are available from one responsible source



Contracts for electricity or water and sewage services from a municipal utility district or governmental agency;



Emergency contracts for goods or supplies;



Contracts for the City's lease or purchase of real property where City is lessee or purchaser; and

3. Sufficient qualified M/WBEs providing the goods or services required by the contract are unavailable in the Relevant Market area of the project despite every reasonable attempt to locate them. **Please explain in detail the reason for the request: (Attach RFP & supporting documentation as necessary)**



The M/WBE Office does not support the waiver request. Please explain in detail the reason for not supporting the request: (Attach supporting documentation as necessary)

*Tiffany Jones 5/16/17*

**\*This section is for CMO Office use only\***

Contact Name:

*Barbara Harris*



The CMO Office approves the waiver request



The CMO Office does not approve the waiver request.