

Internal M/WBE Waiver Request Form

Date: October 28, 2019

Department: Water Resources

Contact Name & Phone: Jeffrey S Kimel 336-373-2639

Contract Name and Number (if applicable): 2003-1295 Customer Information System (enQuesta) from Systems & Software, Inc.

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 Customer Information System (enQuesta) from Systems & Software, Inc. under contract 2003-1295. This contract requires annual maintenance agreements for continued use of the software. Systems & Software, Inc., is located in Williston, Vermont. As the maker of enQuesta, they are the only company that can provide the annual maintenance and support for the software. This Customer Information System generates well over 1.2 million bills a year and over 130 million dollars in utility revenue. It houses billing, payment, and customer account information along with water consumption history. This information has an interface to City of Greensboro Online web and phone portals. The software is integral to the City's operations and third party contractors are not able to support the maintenance and enhancements for the system. The annual maintenance agreement includes 24 x 7 technical and trouble shooting support and maintenance fixes. Water Resources is requesting a sole source purchase, as it has in the past, from Systems & Software, Inc. for this annual maintenance.

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: Veronica Covert

(CSO300-20-57)

☒ 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)**

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)**

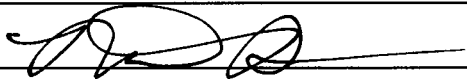
☐ The M/WBE Office does not support the waiver request. Please explain in detail the reason for not supporting the request: (Attach supporting documentation as necessary)

Gwendolyn

Digitally signed by Gwendolyn
Date: 2019.10.30 12:35:10
-04'00'

This section is for CMO Office use only

Contact Name:

 10/31/19

☒ The CMO Office approves the waiver request

☐ The CMO Office does not approve the waiver request.



October 18th, 2019

City of Greensboro
300 W. Washington St.
Greensboro, NC
27401-1170

Dear Jeff Kimel,

This quotation is for a one-year Support and Maintenance Agreement between Systems and Software and the City of Greensboro, as defined description below.

Systems & Software (S&S) is pleased to present this quotation to the City of Greensboro

Terms of the agreement:

- Third-party licenses related to enQuesta: Systems and Software reserves the right to bill an additional fee should our end vendors include an annual escalator that exceeds 7.5%. We do not have exact pricing for the future agreement years but have included a best estimate in the terms provided in this agreement.
- The numbers represent modules/environments implemented as of 10/18/2019. For any new modules/environments additional maintenance charges will apply and will be prorated at time of signing

The yearly maintenance amount from Jan 1st, 2020 to December 30th, 2020 has been revised to the following:

Proprietary – enQuesta	January 1,2020 to December 31 st , 2020	\$ 383,126.00
CD - Cust Prepayment	January 1,2020 to December 31 st , 2020	\$ 34,000.00
TPM	January 1,2020 to December 31 st , 2020	\$ 55,892.46
Proprietary - Upgrade	January 1,2020 to December 31 st , 2020	\$ 10,675.95
TPM - WCL	January 1,2020 to December 31 st , 2020	\$ 32,027.85
Total		\$515,722.26

Your invoice will be prepared and sent 30 days prior to the due date of January 1st, 2020.



Acceptance may be indicated by signing as shown below:

City of Greensboro

Accepted by: _____

Date: _____

Systems & Software appreciates the opportunity to be of continued service.

Please sign, date, and return a copy of this document, to Systems & Software, Attention:
Linda Perna

Sincerely,

A handwritten signature in dark ink, appearing to read "Linda Perna", is written over a faint, light-colored signature line.

Linda Perna
Director, Support