



Legislation Details (With Text)

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Title: Resolution Approving a Maintenance Agreement with Systems and Software, Inc. for the City's Customer Information and Billing Software

Sponsors:

Indexes: All Districts, WR Contracts

Code sections:

Attachments: 1. Agenda 151117 2016 Systems Software Support Program Guidelines_Greensboro1.pdf, 2. Agenda 151117 SS Invoice.pdf, 3. S&S Sec State, 4. 15-0942 - Resolution S&S Maintenance.pdf

Date	Ver.	Action By	Action	Result
11/17/2015	1	City Council	adopt	Pass
11/12/2015	1	Infrastructure Committee	refer	
11/12/2015	1	Infrastructure Committee	recommend for approval	Pass
11/9/2015	1	General Government Committee	recommend for approval	Pass

Resolution Approving a Maintenance Agreement with Systems and Software, Inc. for the City's Customer Information and Billing Software

Department: Water Resources
Council District: All

Public Hearing: N/A
Advertising Date/By: N/A

Contact 1 and Phone: Steven Drew, 373-7893
Contact 2 and Phone: Jeff Kimel, 373-2639

PURPOSE:

The Water Resources Department's Customer Service Division requests City Council approval to authorize the annual maintenance agreement for the City's Customer Information and Billing software, enQuesta, which is a proprietary software system supported only by Systems and Software, Inc. City Contract Policy requires City Council approval for execution of software maintenance agreements over \$300,000.

BACKGROUND:

The City purchased Systems and Software's enQuesta Customer Information and Billing Software in 2003 through contract 2003-1295, which requires annual maintenance agreements for continued use of the software. Systems & Software, located in Williston, Vermont, is the only company that can provide annual maintenance for the software. The annual maintenance agreement includes technical support and maintenance releases. This is an annual expense that the Department plans for within each adopted budget.

BUDGET IMPACT:

Funds in the amount of \$413,772.63 are budgeted in the following Water Resources Operating Fund account: 501-7012-01.5415.

RECOMMENDATION / ACTION REQUESTED:

The Water Resources Department recommends and requests that City Council authorize the City Manager to approve the annual software maintenance agreement for enQuesta by Systems and Software, Inc. in the amount of \$413,772.63.

COMMITTEE ACTION: This item was referred to Council by the General Government and Infrastructure Committees.