



Legislation Text

File #: ID 17-0316, **Version:** 1

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

Department: Water Resources
Council District: NA

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

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PURPOSE:

An upgrade of enQuesta, the City's Customer Information and Billing System, is needed. Systems & Software, Inc. is the sole-source for this software upgrade. City Council approval is needed for sole-source purchases of this type and amount according to NC purchasing requirements.

BACKGROUND:

This project will upgrade the existing Customer Information and Billing System (CIS) to the latest releases, technology, and business processes. Existing interfaces will be ported forward which involve meter reading, billing, finance, GIS, WebConnect and IVR (Interactive Voice Response). An expanded wireless work order system will also be added with this upgrade. When complete, the CIS will be enQuesta versions with the Reporting portal of Cognos ReportNet.

In 2003, the City purchased the CIS from Systems & Software, Inc. on contract 2003-1295. Systems & Software is the only company that can provide the upgrade.

BUDGET IMPACT:

Funding in the amount of \$471,300 is budgeted in the following Water Resources Enterprise Fund accounts: \$265,600 in 501-7012-01.6058, \$127,800 in 501-7012-01.5212, and \$77,900 in 501-7012-01.5413. A budget adjustment is needed to use these accounts.

RECOMMENDATION / ACTION REQUESTED:

The Water Resources Department recommends City Council approve this contract with Systems & Software, Inc. for the enQuesta Customer Service Information System Upgrade from Version 4 to Version 5 in the amount of \$471,300, and the associated budget adjustment.