



City of Greensboro

Melvin Municipal Building
300 W. Washington Street
Greensboro, NC 27401

Legislation Text

File #: ID 19-0747, **Version:** 1

Resolution Approving an Annual Maintenance Agreement in the Amount of \$515,722.26 with Systems and Software, Inc. for the City's Customer Information and Billing Software

Council Priority: Maintain Infrastructure & Provide Sustainable Growth Opportunities

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: Kristine Williams, 373-2556

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 \$515,722.26 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 \$515,722.26.