



City of Greensboro

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

Agenda Report

File Number: 2022-1218

Agenda Item# G.26.

Agenda Date: 12/20/2022 **Department:** Water Resources

Meeting Type: Council Meeting **Category:** Consent Agenda

Title: 2022 - 1218 Resolution Approving a Customer Service Billing Software Hosting Agreement in the Amount of \$108,000 with Systems and Software, Inc.

Council Priority: Place an 'x' in the box.

- Create an Environment to Promote Economic Development Opportunities and Job Creation
- Maintain Infrastructure and Provide Sustainable Growth Opportunities
- Promote Public Safety & Reduce Crime
- Exceptional Customer Service and a Diverse City Government Workforce
- Ensure Fiscal Stewardship, Transparency, & Accountability

Council District: All

Public Hearing: No

Advertising Date/By: N/A

Contact 1 and Phone: Mike Borchers, 336-373-2494

Contact 2 and Phone: Kristine Williams, 336-373-2556

PURPOSE:

Water Resources requests the City Manager be authorized to execute on behalf of the City of Greensboro a contract in the initial amount of \$108,000, in addition to authorizing the payment of annual maintenance fees for hosting and software maintenance services with Systems and Software, Inc. The agreement is an integral part of the plan to move the city's customer billing system, enQuesta, to a cloud-based hosting solution.

BACKGROUND:

The City of Greensboro Water Resources currently uses a customer data management, information, and billing software (CIS) named enQuesta from Systems & Software, Inc. for billing of City Services including water, wastewater, stormwater, and solid waste.

Water Resources is seeking to relocate the data and functions of the CIS to a cloud-based hosting solution to eliminate physical storage servers maintained onsite by the city's Information Technology Department. This move is in alignment with the move of other enterprise software

solutions used by the City. An agreement with Systems & Software will authorize the migration to a cloud based hosting solution.

Fees for the migration include a one-time fee of \$108,000 for the Oracle license due at contract signing. Oracle's hosting and maintenance/management fees are \$70,000 annually for the first 4 years. The agreement stipulates up to a 3% cost escalation thereafter.

Software maintenance fees for the enQuesta software solution will also continue to be charged annually, as they are currently.

Systems & Software, Inc., the developer of the city's customer billing software, is the only company that can migrate the city's billing system to a cloud based hosting service and provide requisite annual software maintenance. In consideration of this, a waiver of the M/WBE Program participation requirements was received.

BUDGET IMPACT:

Funding in the amount of \$108,000.00 is budgeted in the Water Resources Customer Service Operating Fund. The initial one-time fee of \$108,000 will be charged to move to the cloud-based hosting solution, and hosting fees in the estimated amount of \$70,000 will be charged annually thereafter.

ACCOUNT NUMBER:

501-7012-01.5415

RECOMMENDATION / ACTION REQUESTED:

It is recommended that City Council authorize the City Manager to execute on behalf of the City of Greensboro a contract in the initial amount of \$108,000, in addition to authorizing the payment of annual maintenance fees for hosting and software maintenance with Systems and Software, Inc. This will allow the City's customer billing system, enQuesta, to migrate to a cloud-based hosting solution.