

RESOLUTION APPROVING A HOSTING AGREEMENT WITH SYSTEMS AND
SOFTWARE, INC. FOR BILLING SYSTEM HOSTING AND MAINTENANCE

WHEREAS, Water Resources uses enQuesta, a customer information system for water, sewer, stormwater, and solid waste billing and work order management by Systems and Software, Inc.;

WHEREAS, the City's Information Technology Department has moved from on-site hardware for operating systems and data storage to cloud-based hosting solutions for its enterprise systems;

WHEREAS, Systems and Software provides a service for cloud-based hosting of its software solution, enQuesta; and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF GREENSBORO:

That the City Manager is 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 with Systems and Software, Inc. This will allow the City's customer billing system, enQuesta, to migrate to a cloud-based hosting solution.