



**PUBLIC SERVICE BOARD MEETING
AGENDA ITEM
REGULAR MEETING**

Wednesday, April 11, 2018

SUBJECT

Systems & Software enQuesta Maintenance Renewal

BACKGROUND

Systems & Software, Inc., a wholly owned subsidiary of Harris Computer Systems is the sole source supplier of the enQuesta Customer Information System (CIS) Utility Billing solution, provides maintenance through an agreement signed April 4, 1997. The enQuesta system is used to generate water, wastewater, stormwater, and refuse customer billing and for tasks such as customer account management, service activations, service disconnects, meter reading, collections, and inspections. The renewal of the enQuesta maintenance contract is for the period of April 1, 2018 to March 31, 2019.

STRATEGIC OBJECTIVES SUPPORTED

Improve Use of Technology

EVALUATION PROCESS

Upon evaluation, staff recommends the renewal of the maintenance contract.

FINANCIAL IMPLICATIONS

Sufficient funds are available in Account Number 810-7790, and the funding source is the Water and Sewer Fund.

PROPOSED ACTION REQUESTED

Approve renewal of the sole source enQuesta maintenance contract to Systems & Software, Inc. in the amount of \$396,628.66.

SUPPORTING DOCUMENTATION PROVIDED

- System & Software Invoice MN0000001279
- Cost Breakdown
- Sole Source Letter
- Sole Source Affidavit



Invoice MN0000001279
Date 2/27/2018
Page 1 of 1

Please remit to:
 62130 Collections Center Drive
 Chicago, IL 60693-0621

Bill To
El Paso Water Utilities Accounting Department P.O. BOX 511 El Paso, TX 79961 USA

Ship To
El Paso Water Utilities Accounting Department P.O. BOX 511 El Paso, TX 79961 USA

PO Number	Customer No.	Salesperson ID	Shipping Method	Payment Terms
	ELP100		LOCAL DELIVERY	MN APR

Ordered	Item Number	Description	Unit Price	Ext Price
1.00	ENQUESTA	enQuesta Support: 4/1/2018 to 3/31/2019	US\$365,700.66	US\$365,700.66
1.00	TPM	Third Party Maintenance: 4/1/2018 to 3/31/2019	US\$30,928.00	US\$30,928.00
Invoice Questions? Please call Roman Sokil at 613-226-5511 ext 2504 OR e-mail rsokil@harriscomputer.com			Subtotal Misc Tax Freight Trade Discount Total	US\$396,628.66 US\$0.00 US\$0.00 US\$0.00 US\$0.00 US\$396,628.66



EL PASO WATER UTILITIES PUBLIC SERVICE BOARD

SOLE SOURCE AFFIDAVIT

Before me, the undersigned official, on this day, personally appeared a person known to me to be the person whose signature appears below, whom after being duly sworn upon his/her oath deposed and said:

- 1. My name is Cameron Mahbubian. I am over the age of 18, have never been of a convicted crime and am competent to make this affidavit.
2. I am an authorized representative of the following company or firm: Systems & Software, Inc.
3. The above named company or firm is the sole source for the following item(s), product(s) or service(s): enQuesta Maintenance
4. Competition in providing the above named item(s) product(s), service(s) is precluded by the existence of a patent, copyright, secret process or monopoly as stated under Section 252.022, Subchapter A of the Local Governmental Code 7A or as provided for under 7B-F of the same section. Also, attached hereto is a sole source letter, which sets forth the reasons why this Vendor is a sole source provider (dated and signed).
5. There is/are no other like item(s) or product(s) available for purchase that would serve the same purpose or function.
6. Note: This Vendor understands that by providing false information on this Sole Source Affidavit, it may be considered a non-responsible Vendor on this and future purchases and may result in discontinuation of any/all business with the El Paso Public Utilities-Public Service Board.

Cameron Mahbubian
Signature

SUBSCRIBED AND SWORN to before me on this 7th day of March 20 18

Adam M. Geffken
NOTARY PUBLIC
Adam Geffken
PRINTED NAME
02/2019
MY COMMISSION EXPIRES

COMPANY NAME: Systems & Software, Inc.

ADDRESS, CITY, STATE & ZIP CODE: 426 Industrial Avenue, Suite 140

PHONE: (802)865-1170 FAX NUMBER: (802)865-1171

CONTACT NAME AND TITLE: Cameron Mahbubian, Executive Vice President

WEB ADDRESS: www.ssivt.com EMAIL: cameron.mahbubian@ssivt.com

FEDERAL TAX ID NUMBER: 03-0238126 TEXAS SALES TAX NUMBER: 10302381263

February 27, 2018

Armando Renteria
Chief Information Officer
El Paso Water Utilities
1154 Hawkins Blvd.
El Paso, TX 79925-6437

Subject: enQuesta

Dear Armando:

Systems & Software is the sole owner and sole supplier of the enQuesta CIS Utility Billing solution (formally MUPS) that is the designated product in the Information System Agreement made between the El Paso Water Utilities Public Service Board and Systems & Software, Inc. signed April 04, 1997. On-going enQuesta maintenance cannot be obtained from any other vendor.

Should you have any questions or concerns, please feel free to contact me at 802.233.2959.

We thank you for your business and continued support.

Sincerely,



Kate Labor
Vice President, Customer Support
Systems & Software, Inc.

HARRIS

2018 enQuesta Maintenance Cost Breakdown

enQuesta 1st Party		
Customer Service/Call Tracking	Account Management	\$34,474.10
	Document Designer	\$0.00
Accounts Receivable	Utility Billing - Water, Sewer, Refuse, Storm	\$14,661.53
CIS - Water/Wastewater/Refuse	Utility Billing - Water, Sewer, Refuse, Storm	\$123,434.10
	Job Scheduler	\$0.00
	Rate Management	\$0.00
	Financial Management	\$0.00
General Ledger	Skeletal GL	\$11,278.07
Credit & Collections	Credit & Collections	\$10,774.42
Cross Connections	Backflow Management	\$9,842.69
	Auto-Void/Reconnect	\$0.00
Valve Management	Device Management	\$6,971.90
AMR/Hand-Held Meter Reading	Device Management	\$9,842.69
Work Orders	Automated Workflow	\$38,965.53
	Workflow Scheduling	\$0.00
	New Service	\$0.00
	Work Queue	\$0.00
	enQuesta WebConnect	\$35,494.86
	Security & Auditing	\$0.00
	Admin Portal	\$0.00
	enQuesta Reporting	\$0.00
	enQuesta BI Reporting	\$0.00
Cash Receipting	enQuesta Cashiering	\$12,816.00
ACH Funds Transfer	enQuesta Integration	\$4,254.91
S&S Phone Touch	enQuesta Integration	\$10,416.53
Real Time Payments	Cash Web Service	\$1,500.00
	Tech Support Coverage	\$40,973.32
	24x7 Support	\$0.00
	Total	\$365,700.66
enQuesta 3rd Party		
	Cognos	\$2,534.00
	Winfast	\$6,826.00
	Microfocus	\$20,296.00
	VPN	\$1,272.00
	Total	\$30,928.00
	Grand Total	\$396,628.66