



Detroit Water and Sewerage Department

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Legislation Text

File #: 17-0081, **Version:** 1

The Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to **enter into Contract No. CS-1841, "Maintenance and Support Agreement for Application Software Products" with Systems & Software, Inc. (Consultant), at a cost not to exceed \$2,295,000.00 for a duration of three (3) years**, and also authorizes the Director to take such other action as may be necessary to accomplish the intent of this vote.

Agenda of May 3, 2017

Item No. 17-0081

Proposed Contract No. CS-1841

Project Length: Three (3) Years

Amount: \$2,295,000.00

TO: The Honorable
Board of Water Commissioners
City of Detroit, Michigan

FROM: Gary Brown, Director
Water and Sewerage Department

RE: **DWSD Proposed Contract No. CS-1841**
"Maintenance and Support Agreement for Application Software Products"

MOTION

Upon recommendation of Dan Rainey, Chief Information Officer, the Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to **enter into Contract No. CS-1841, "Maintenance and Support Agreement for Application Software Products" with Systems & Software, Inc. (Consultant), at a cost not to exceed \$2,295,000.00 for a duration of three (3) years** and also authorizes the Director to take such other action as may be necessary to accomplish the intent of this vote.

JUSTIFICATION

Under the proposed contract, Systems & Software, Inc., the sole proprietor of the EnQuesta Billing Software, will continue to provide licensing and support services along with necessary enhancements.

BACKGROUND

DWSD's Customer Billing and Management System (CBMS), whose core is Systems and Software's enQuesta Billing System Software (previously known as the enQuesta UtilitySuite™), went into production on November 3, 2003. This system replaced DWSD's aging legacy system (CBIS).

Contract CS-1341, dated March 19, 2002 was an agreement with the "Prime" contractor SYNC Technologies, Inc. that provided certain consulting services. Systems and Software subcontracted with SYNC Technologies "to deliver hardware, third party software, enQuesta UtilitySuite™, software customization, system interfaces,

implementation, conversion, training and other subcontracted services". DWSD and Systems and Software entered into a License Agreement, which required the Department to enter into an Annual Software Maintenance and Support Contract (CS-1414).

On February 1, 2004, DWSD entered into CS-1414 to provide maintenance and support services for application software products, namely the Systems and Software's enQuesta version 1.1, for three (3) years at a cost of \$2,999,165.34.

Amendment No. 1 increased the contract amount by \$135,000.00. The amendment provided consulting and application development services that aided the Department in the transition from quarterly to monthly billing.

Amendment No. 2 increased the contract amount by \$5,997,750.34, and extended it until June 30, 2014. The amendment provided maintenance and support services, covering both the enQuesta (version 1.1) and the enQuesta 3e software.

In addition to these services, an optional software upgrade to the most recent version of enQuesta was included (enQuesta version 4.1), which went into production in April 2013.

Amendment No. 3 increased the contract amount by \$907,149.00. The amendment provided the Department with the necessary software, licenses and professional services for the installation of the Storm Water Drainage Management Module.

Amendment No. 4 increased the contract amount by \$4,695,172.38 and extended the agreement until June 30, 2017. The amendment provided maintenance and support services, covering EnQuesta, iNovah and the included reporting suite Cognos.

PROCUREMENT METHOD

Single source procurement due to System & Software, Inc.'s intellectual property.

PROJECT TASKS

The contract tasks are as follows:

Provide updates and support to the EnQuesta Utility Suite, Cognos Reporting Suite and iNovah Cashiering Solution.

Provide enhancements as detailed in quoted activities within contracted limits.

PROJECT SCHEDULE/STATUS:

A. Start Work Date: To be established contingent upon Board of Water Commissioners approval.

B. Final Completion Date: Three (3) Years following the Start Work Date.

C. Total Contract Cost: \$2,295,000.00

D. Projected Fiscal Year (FY) Contract Expenditures:

Fiscal Year 2016-2017 \$765,000.00

Fiscal Year 2017-2018 \$765,000.00

Fiscal Year 2018-2019 \$765,000.00

Contract No. CS-1841 was presented to the Customer Service and Finance Committee on May 3, 2017 and is an Operations and Maintenance (O&M) funded project.