



# Detroit Water and Sewerage Department

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## Legislation Text

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**File #:** 19-00199, **Version:** 1

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The Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to **approve Contract No. 6002246 for “EnQuesta v6.0 Upgrade Project” (CS-1917) with Systems & Software Inc. at a cost not to exceed \$1,162,900.00 for the term of one (1) year & eight (8) months,** authorizing the Director to take such other action as may be necessary to accomplish the intent of this vote.

### Agenda of July 12, 2019

#### Item No. 19-00199

#### Proposed Contract No. 6002246

**Contractor:** Systems & Software, Inc.  
10 E. Allen St.  
Winooski, VT 05404

**Contract Amount:** \$1,162,900.00

**Contract Term:** One (1) year, eight (8) months (608 days)

**Anticipated Dates:** 07/01/19 - 04/01/2021

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

**FROM:** Gary Brown, Director  
Detroit Water and Sewerage Department

**RE: Proposed DWSD Contract No. 6002264  
“EnQuesta v6.0 Upgrade Project” (CS-1917)**

### MOTION

Upon recommendation of Mamata Burgi, Procurement Manager, the Board of Water Commissioners for the City of Detroit, Water and Sewerage Department, authorizes the Director to **approve Contract No. 6002246 for “EnQuesta v6.0 Upgrade Project” (CS-1917) with Systems & Software Inc. at a cost not to exceed \$1,162,900.00 for the term of one (1) year & eight (8) months,** authorizing the Director to take such other action as may be necessary to accomplish the intent of this vote.

## BACKGROUND

EnQuesta is Detroit Water and Sewer Department's Customer Billing and Information System; it is a proprietary software package owned and supported by Systems & Software, Inc. DWSD originally installed EnQuesta Customer Billing System in 2003. Over the past 16 years it has been used extensively throughout the organization in order to extend its capability through integrations between software applications. The system is currently responsible for creating over 3 million customer bills per year for approximately 250,000 customers, manages customer based work orders to and from the Oracle WAM system and Service Link system where they are acted upon by Field Services or Meter Operations. In addition, it houses the data that is distributed to our customers via payment channels and our customer portal.

## JUSTIFICATION

The system was originally intended to be upgraded around 2016 to 2017 but was delayed due to established priorities within DWSD. In addition, DWSD was also busy with several projects as DWSD separated from Great Lakes Water (GLWA).

In 2017, the system was extended again with numerous enhancements to improve the customer experience. In providing additional capability, we have been able to decrease lines at the service centers and move customer interactions to lower costs payment and interaction channels like, Web, IVR or Kiosk payments or Web based PPA creation versus in person contacts.

The upgrade project is expected to kick off in Fall of 2019 with an expected launch date of summer 2021. The system will include numerous enhancements for speed, reliability, capability and data integrity. A proposed timeline is included below.

Phase	Description	Start	End
1	Kick Off	10/1/2019	10/31/2019
2	Business Process Review	11/1/2019	3/31/2020
3	Data Cleanse & Build Phase	4/1/2020	10/31/2020
4	Testing and Training	9/1/2020	2/28/2021
5	Go Live & Closure	3/1/2021	3/31/2021 to 6/1/2021

## PROCUREMENT METHOD

This contract is procured as a sole source exception to competitive solicitation due to EnQuesta being a proprietary software package designed and sold by Systems and Software, Inc. As the designer of the software for the customer billing system, Systems and Software, Inc. is the sole provider capable of performing the upgrade. The ECS (Exception to Competitive Solicitation) was approved on 06/28/19 by Gary Brown.

**SUMMARY**

- A. Contract No.: 6002246
- B. Contract Description: EnQuesta v6.0 Upgrade Project
- C. Contractor: Systems & Software, Inc.
- D. Contract Term: One (1) year & eight (8) months (608 days)  
Anticipated Dates: 7/1/19 - 4/1/21
- E. Contract Amount: \$1,162,900.00
- F. Funding Source: CIP
- G. GL Strings:  
5721-20244-487711-617900-900308-30129-0000-000000  
- 50%  
5821-20243-497711-617900-900309-30129-0000-000000  
- 50%
- H. Projected Fiscal Year (FY) Contract Expenditures:  
FY 2020: \$566,950.00  
FY 2021: \$596,680.00

Proposed Contract No. 6002246 for the EnQuesta v6.0 Upgrade Project (CS-1917) was presented to the Finance Committee on July 9, 2019.