

**A RESOLUTION
BY CITY UTILITIES COMMITTEE**

A RESOLUTION AUTHORIZING RENEWAL NO. 3 WITH SYSTEMS & SOFTWARE, INC. FOR FC-5037, MAINTENANCE AND SUPPORT AGREEMENT FOR CUSTOMER INFORMATION SYSTEM (“CIS”)/BILLING SYSTEM AND OFF-SITE BILLING SERVICES FOR ENQUESTA, ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT, IN AN AMOUNT NOT TO EXCEED THREE HUNDRED THIRTEEN THOUSAND, FOUR HUNDRED SEVENTY-TWO DOLLARS AND TWENTY-ONE CENTS (\$313,472.21); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM FUND DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE) 170113 (DWM-INFORMATION SYSTEMS) 5213001 (CONSULTING/PROFESSIONAL SERVICE) 1535000 ; AND FOR OTHER PURPOSES.

WHEREAS, the City of Atlanta (“City”) authorized a maintenance and support agreement for the Oracle Customer Relationship Manager (“CRM”) Support system, as required by the original agreement, known as FC-5037, Maintenance and Support Agreement for Customer Information System (“CIS”)/Billing System and Off-Site Billing Services for enQuesta (“Maintenance and Support Agreement”) with Systems & Software, Inc., on behalf of the Department of Watershed Management (“Department”), pursuant to Ordinance No. 09-O-0780; and

WHEREAS, the Maintenance and Support Agreement included an initial term inclusive of the period between December 10, 2004 and December 31, 2009, with six months, beginning January 1, 2010 through July 1, 2010 (“Initial Term”) plus four (4) additional one (1) year renewal options to be exercised at the City’s sole discretion; and

WHEREAS, the authorizing legislation for the Maintenance and Support Agreement, Ordinance No. 09-O-0780, authorized an Initial Term of one year, not six months, which was not reflected correctly in the Maintenance and Support Agreement; and

WHEREAS, the City authorized Amendment Agreement No. 1 to revise the Initial Term to be consistent with Ordinance No. 09-O-0780 in order to correctly reflect a period of one year beginning January 1, 2010 through December 31, 2010; and

WHEREAS, the City authorized Renewal No. 1 of the Maintenance and Support Agreement with a term of January 1, 2011 through December 31, 2011, pursuant to Resolution 10-R-2072; and

WHEREAS, the City authorized Renewal No. 2 of the Maintenance and Support Agreement with a term of January 1, 2012 through December 31, 2012, pursuant to Resolution 11-R-1724; and

WHEREAS, the City executed a ninety (90) day extension that extended the term of the Maintenance and Support Agreement to March 31, 2013; and

WHEREAS, Systems & Software, Inc. continues to satisfactorily perform services under the Maintenance and Support Agreement; and

WHEREAS, the Commissioner of the Department of Watershed Management and the Chief Procurement Officer recommend authorizing the City's option for Renewal No. 3 with Systems & Software, Inc. for FC-5037, Maintenance and Support Agreement for Customer Information System ("CIS")/Billing System and Off-Site Billing Services for enQuesta in an amount not to exceed Three Hundred Thirteen Thousand, Four Hundred Seventy-Two Dollars and Twenty-One Cents (\$313,472.21).

THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA HEREBY RESOLVES, that the Mayor, or his authorized designee, is authorized to exercise the City's option for Renewal No. 3 with Systems & Software, Inc. for FC-5037, Maintenance and Support Agreement for Customer Information System ("CIS")/Billing System and Off-Site Billing Services for enQuesta, on behalf of the Department of Watershed Management, in an amount not to exceed Three Hundred Thirteen Thousand, Four Hundred Seventy-Two Dollars and Twenty-One Cents (\$313,472.21);

BE IT FURTHER RESOLVED, that the term of Renewal No. 3 will be from April 1, 2013 through March 31, 2014;

BE IT FURTHER RESOLVED, that the Chief Procurement Officer, in consultation with the City Attorney, is directed to prepare all appropriate documents for execution by the Mayor, or his authorized designee;

BE IT FURTHER RESOLVED, that Renewal No. 3 shall not become binding on the City and the City will incur no obligation or liability under it until it has been duly executed by the City and delivered to Systems & Software, Inc.; and

BE IT FINALLY RESOLVED, that all contracted work shall be charged to and paid from Fund Department Organization and Account Number 5051 (Water & Wastewater Revenue) 170113 (DWM-Information Systems) 5213001 (Consulting/Professional Service) 1535000.

LEGISLATIVE SUMMARY

TO: City Utilities Committee

CAPTION

A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO RENEWAL AGREEMENT NO. 3 FOR FC-5037, MAINTENANCE AND SUPPORT AGREEMENT FOR CUSTOMER INFORMATION SYSTEM ("CIS")/BILLING SYSTEM AND OFF-SITE BILLING SERVICES FOR ENQUESTA WITH SYSTEMS & SOFTWARE, INC. ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT IN AN AMOUNT NOT TO EXCEED THREE HUNDRED THIRTEEN THOUSAND, FOUR HUNDRED SEVENTY-TWO DOLLARS AND TWENTY-ONE CENTS (\$313,472.21); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM FUND DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE) 170113 (DWM-INFORMATION SYSTEMS) 5213001 (CONSULTING/PROFESSIONAL SERVICE) 1535000 ; AND FOR OTHER PURPOSES.

Committee Meeting Date:	March 12, 2013
Council Meeting Date:	March 18, 2013
Legislation Title:	Renewal Agreement No. 3 for FC-5037, Maintenance and Support Agreement for Customer Information System
Requesting Dept.:	Department of Watershed Management
Contract Type:	Special Procurement
Advertisement:	N/A
Bidders/Proponents Due:	N/A
Contractors:	Systems and Software, Inc.
Estimated Value:	\$ 313,472.21
Scope Summary:	The Renewal Agreement No. 3 is to continue providing maintenance and support for EnQuesta, Customer Information System Billing System and offsite Billing Services.
Background:	Original contract execution date was August 10, 2010.

Amendment Agreement No. 1 execution date September 30, 2010.

Renewal Agreement No. 1 expired on December 31, 2011.

Renewal Agreement No.2 expired on December 31, 2012.

Ninety Day Extension Letter was issued to extend the term to March 31, 2013.

Renewal Agreement No.3 will expire on March 31, 2014.

Evaluation Team:

DWM, OCC and RISK MANAGEMENT

Term of Contract:

One (1) year with four (4) one (1) year renewal options

Fund Account Centers:

5051 (Water & Wastewater Revenue) 170113
(DWM-Information Systems) 5213001
(Consulting/Professional Service) 1535000

Prepared By:

Anthony D. Stanley

Contact Number:

404-330-6384

**LEGISLATIVE COUNSEL
REQUEST FOR LEGISLATION**

For Legislative Counsel Use Only	
_____ Date Received	_____ Complete _____ Incomplete (Date returned: _____)
_____ Date of Department Consultation	_____ Date of Finance Department Consultation
Commissioner Notified: ___ Yes ___ No If No, Why? _____	
Legislation Required ___ Yes ___ No	Legislation Type ___ Resolution _____ Ordinance
Amends the Code ___ Yes ___ No	Blueback Prepared ___ Yes ___ No
Commissioner Signature _____	
Council Members Only: Authority to speak to Subject Matter Attorney ___ Yes ___ No Authority to speak to Department ___ Yes ___ No	

Date Submitted: February 20, 2013

Department Submitting Request: Watershed Management, Information Technology Division

Person Submitting Request: Erin Baugh Extension: _____
404.865.8521

Bureau/Division Manager: Daphne Rackley/Keith Toomer _____
Extension: (404) 865-8948

Requesting preliminary meeting with Legislative Counsel attorney? Yes No

Subject Matter of the Meeting _____

Cycle Number/Requested Full Council Date (not earlier than 4 weeks from date of submission): 6
(March 18, 2013)

If this must be submitted to Council in fewer than 4 weeks explain why. Please identify consequences if legislation is not submitted for requested cycle. Also, if applicable, please state why the Legislative Request Form was submitted after the Cycle deadline. All non-conforming requests must have Commissioner approval.

**LEGISLATIVE COUNSEL
REQUEST FOR LEGISLATION**

Part I: Legislative Request Form:

Instructions: Please answer all questions fully before submitting. Attach additional pages if necessary. All requests for legislation must have approval of a manager prior to submission. All incomplete requests will be returned. Send request via electronic mail to Legislative Counsel. No hard copies will be accepted. Please refer to attached deadlines for the relevant Chief of Staff submission guidelines.

1. Legislation Name/Project Name: Renewal Agreement No. 3 for FC-5037, Maintenance and Support Agreement for Customer Information System ("CIS")/Billing System and Off-Site Billing Services for enQuesta with Systems & Software, Inc. in an amount not to Three Hundred Thirteen Thousand, Four Hundred Seventy-Two Dollars and Twenty-One Cents (\$313,472.21).

2. What is the purpose of this legislation? (check one)

- Accept a grant or donation [If so, is a matching grant required?] Yes No
- Amend budget
- Amend Code of Ordinances
- Amend Contract
- Anticipate funds
- Appropriate funds
- Apply for a grant or donation
- Authorize/renew Contract
- Fines/penalties
- Human Resources related
- Make a purchase
- New project
- Procuring goods
- Procuring services
- Other, please explain

If this legislation is to award/amend/renew a contract, please provide the following:

Expiration date of contract: April 1, 2013

Contract Term (months/yr):

3. Can the purpose of this legislative request be accomplished administratively?

Yes No I Don't Know

4. Please explain and estimate any financial impact on the City or your Department.

Will there be a fee or charge assessed by the City?

If so, how much? N/A

**LEGISLATIVE COUNSEL
REQUEST FOR LEGISLATION**

- How was the fee or charge determined? N/A
- Will revenue be generated for the City? N/A

Please remember to contact Human Resources if this request involves personnel changes (ex. Reclassification, New Hires, Termination, etc).

5. If there has been previous or similar legislation, please describe and cite the relevant legislation (e.g., 04-R-0001). 09-O-0780, 10R2072, 11R1724

6. Is this a computer/technology purchase? Yes No

If so, please forward ISR (Information System Hardware/Software Request) along with a copy of this Legislative Request Form via inter-office mail to: Legislative Counsel, Suite 4100, Law Department.

Please forward any additional pertinent or supporting documents (e.g. contracts, exhibits, requisitions, copies of any old ordinances/resolutions pertaining to this issue, etc.) along with a copy of this Legislative Request Form and legislative white paper via email to legislative_counsel or via inter-office mail to: Legislative Counsel, Suite 4100, Law Department.

Part II: Legislative White Paper: (This portion of the Legislative Request Form will be shared with City Council members and staff)

A. To be completed by Legislative Counsel:

Committee of Purview: City Utilities

Caption: A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO RENEWAL AGREEMENT NO. 3 FOR FC-5037, MAINTENANCE AND SUPPORT AGREEMENT FOR CUSTOMER INFORMATION SYSTEM ("CIS")/BILLING SYSTEM AND OFF-SITE BILLING SERVICES FOR ENQUESTA WITH SYSTEMS & SOFTWARE, INC. ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT IN AN AMOUNT NOT TO EXCEED THREE HUNDRED THIRTEEN THOUSAND, FOUR HUNDRED SEVENTY-TWO DOLLARS AND TWENTY-ONE CENTS (\$313,472.21); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM FUND DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE) 170113 (DWM-INFORMATION SYSTEMS) 5213001 (CONSULTING/PROFESSIONAL SERVICE) 1535000 ; AND FOR OTHER PURPOSES.

Council Meeting Date: March 18, 2013

Requesting Dept.: Watershed Management

B. To be completed by the department:

1. Please provide a summary of the purpose of this legislation (Justification Statement).

Example: *The purpose of this legislation is to anticipate funds from a local assistance grant to purchase child safety seats.*

The purpose of this legislation is to seek authorization for Renewal No. 3 under FC-5037, Maintenance and Support Agreement for Customer Information System (" CIS")/Billing System and Off-Site Billing Services, for enQuesta with Systems and Software, Inc.

2. Please provide background information regarding this legislation.

Example: *The task force of homelessness conducted a study regarding homelessness, its impact and consequences on the City. This resolution reflects the Mayor's desire to open a twenty-four hour center that will respond to the needs of the homelessness in Atlanta.*

FC-5037, Maintenance and Support Agreement for Customer Information System (" CIS")/Billing System and Off-Site Billing Services for enQuesta is a maintenance and support agreement for the Oracle Customer Relationship Manager (" CRM")/Billing Support System.

3. If Applicable/Known:

- (a) **Contract Type (e.g. Professional Services, Construction Agreement, etc):** Professional Services
- (b) **Source Selection:**
- (c) **Bids/Proposals Due:** N/A
- (d) **Invitations Issued:** N/A
- (e) **Number of Bids:** N/A
- (f) **Proposals Received:** N/A
- (g) **Bidders/Proponents:** N/A
- (h) **Term of Contract:** April 1, 2013

4. Fund Account Center (Ex. Name and number): FDOA: 5051 (Water & Wastewater Revenue) 170113
 (DWM-Information Systems) 5213001 (Consulting/Professional Service) 1535000

Fund: _____ **Account:** _____ **Center:** _____

5. Source of Funds: Example: Local Assistance Grant : 5051 (Water & Wastewater Revenue) 170113
 (DWM-Information Systems) 5213001 (Consulting/Professional Service) 1535000

6. Fiscal Impact: (\$313,472.21)

Example: This legislation will result in a reduction in the amount of _____ to Fund Account Center Number _____.

7. Method of Cost Recovery: N/A

Examples:

- a. Revenues generated from the permits required under this legislation will be used to fund the personnel needed to carry out the permitting process.**
- b. Money obtained from a local assistance grant will be used to cover the costs of this Summer Food Program.**

This Legislative Request Form Was Prepared By: Willie Canidate, Procurement Officer for Cynthia L. Lunn, Watershed Procurement Manager, ext. 6096



Kasim Reed
MAYOR

CITY OF ATLANTA

Jo Ann J. Macrina, PE
COMMISSIONER

DEPARTMENT OF WATERSHED MANAGEMENT
55 TRINITY AVENUE SW, SUITE 5400, SOUTH BLDG.
ATLANTA, GEORGIA 30303-3544
OFFICE 404-330-6081 FAX 404-658-7194

MEMORANDUM

TO: Adam L. Smith, Chief Procurement Officer
Department of Procurement

FROM: Jo Ann J. Macrina, PE, Commissioner *JJM*
Department of Watershed Management

DATE: February 21, 2013

RE: **Legislative Request for:** Renewal Agreement No. 3 for FC-5037, Maintenance and Support Agreement for Customer Information System ("CIS")/Billing System and Off-Site Billing Services for enQuesta

Contractors: Systems & Software, Inc

Please prepare the appropriate legislative summary for **Cycle 6 (March 18, 2013)** for Renewal Agreement No. 3 for FC-5037, Maintenance and Support Agreement for Customer Information System ("CIS")/Billing System and Off-Site Billing Services for enQuesta in an amount not to Three Hundred Thirteen Thousand, Four Hundred Seventy-Two Dollars and Twenty-One Cents (\$313,472.21).

These services shall be charged to and paid from:

5051 (Water & Wastewater Revenue) 170113 (DWM-Information Systems) 5213001
(Consulting/Professional Service) 1535000.

If you have any questions please contact Willie Canidate, Procurement Officer at (404) 330-6335 or Cynthia Lunn, Watershed Manager at (404) 330-6096.

Your assistance in this matter is appreciated.

/wc

C: Michael Giesler, Deputy Commissioner- DWM
Daphne Rackley, Deputy CIO - DWM
Delmarie Griffin, Contract Administrator, Sr. - DOP
Maisha Land-Wood, Legislative Manager - DWM
Anthony Stanley, Contracting Officer - DOP
Cynthia L. Lunn, Watershed Manager - DWM

TRANSMITTAL FORM FOR LEGISLATION

TO: MAYOR'S OFFICE

ATTN: CANDACE L. BYRD

Dept.'s Legislative Liaison: Maisha L. Wood

Contact Number: 404-330-6887

Originating Department: Watershed Management

Committee(s) of Purview: City Utilities Committee

Chief of Staff Deadline: February 22, 2013

Anticipated Committee Meeting Date(s): March 12, 2013

Anticipated Full Council Date: March 18, 2013

Legislative Counsel's Signature: *Patricia M. ...*

Commissioner's Signature: *Maisha L. Wood*

Chief Financial Officer: n/a

Chief Information Officer Signature (for IT Procurements) *M. ...*

Chief Procurement Officer Signature: *Adam J. ...*

CAPTION

A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO RENEWAL AGREEMENT NO. 3 FOR FC-5037, MAINTENANCE AND SUPPORT AGREEMENT FOR CUSTOMER INFORMATION SYSTEM ("CIS")/BILLING SYSTEM AND OFF-SITE BILLING SERVICES FOR ENQUESTA WITH SYSTEMS & SOFTWARE, INC. ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT IN AN AMOUNT NOT TO EXCEED THREE HUNDRED THIRTEEN THOUSAND, FOUR HUNDRED SEVENTY-TWO DOLLARS AND TWENTY-ONE CENTS (\$313,472.21); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM FUND DEPARTMENT ORGANIZATION AND ACCOUNT NUMBER 5051 (WATER & WASTEWATER REVENUE) 170113 (DWM-INFORMATION SYSTEMS) 5213001 (CONSULTING/PROFESSIONAL SERVICE) 1535000 ; AND FOR OTHER PURPOSES.

FINANCIAL IMPACT: (if any) \$313,472.21

Mayor's Staff Only

Received by CPO: _____
(date)

Received by LC from CPO: _____
(date)

Received by Mayor's Office: 2.22.13
(date)

Reviewed by: *[Signature]*
(date)

Submitted to Council: _____ (date)