

## Legislation Text

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File #: 15-21406, Version: 1

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### Claims Management Software Contract Amendment

#### **Action:**

- A. Approve a contract amendment to the contract with CSC Cybertek Corporation for ongoing upgrades, annual support, and maintenance for claims management software to extend the contract for an additional three-year term and to incorporate the provision of new software features,**
- B. Authorize the City Manager to renew the contract for up to two, one-year terms beyond the three-year amendment and to amend the contract consistent with the purpose for which the contract and this amendment were approved, and**
- C. Authorize the City Manager to purchase such additional software licenses, services, maintenance, support, and upgrades as required to maintain the system for as long as the city uses the system.**

#### **Staff Resource(s):**

Teresa Smith, Finance  
Betty Coulter, Finance  
Matthew Hastedt, Finance

#### **Explanation**

- The city uses RiskMaster software to track information used for processing and maintaining proprietary claim information. City Council approved a contract for these services on February 9, 2015.
- CSC Cybertek Corporation maintains, upgrades, and provides support for the RiskMaster software.
- The city has solicited for this type of software and services on two separate occasions since the initial implementation, finding that a system replacement and/or transition to a new system are cost-prohibitive.
- A disruption to the Risk Management process would negatively impact the responsiveness to internal and external customers.
- Waiver of a competitive solicitation process for services may be granted on a limited basis when deemed appropriate and in the city's best interest. A waiver has been approved for these services based on continuity of service.
- The new estimated value of the contract, including the renewal is \$865,000.

#### **Charlotte Business INclusion**

This is a contract with a waiver of solicitation and is exempt from the CBI Program.

#### **Fiscal Note**

Funding: Risk Management Operating Budget