

Legislation Details (With Text)

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On agenda: 4/23/2018 **Final action:** 4/23/2018

Title: Utility Management System Maintenance and Support

Attachments:

Date	Ver.	Action By	Action	Result
4/23/2018	1	City Council Business Meeting	Approve	Pass

Utility Management System Maintenance and Support

Action:

- A. Approve the purchase of Cognos Reporting Engine maintenance and support services from a federal contract as authorized by G.S. 143-129(e)(9a),**
- B. Approve a contract with International Business Machines for the purchase of Cognos Reporting Engine maintenance and support services for the term of 20 months under GSA, Contract #GS-35-F-110DA, and**
- C. Authorize the City Manager to extend the contract for additional one-year terms as long as the federal contract is in effect, at prices and terms that are the same or more favorable than those offered under the federal contract.**

Staff Resource(s):

Randy Harrington, Management and Financial Services
Mark Goodman, Management and Financial Services
Angela Lee, Charlotte Water

Federal Contract Exemption

G.S. 143-129(e)(9a) allows local governments to purchase from contracts established by the United States government, including any federal agency, if the contractor is willing to extend the same or more favorable prices, terms, and conditions as those established under the federal contract.

Explanation

- Management and Financial Services in collaboration with Charlotte Water uses a comprehensive Utility Billing Management System comprised of multiple integrated software systems, for the billing and collection of approximately \$425 million annually in water, sewer, and storm water related services.
- This contract provides ongoing software maintenance and support of the Cognos Reporting Engine component of the system, including upgrades and issue resolution support, both of which are essential to ensuring the uninterrupted operation of the Utility Billing Management System.
- International Business Machines Corporation is willing to provide Cognos Reporting Engine maintenance and support services to the City at the same or better terms as are provided in its contract with General Services Administration (GSA).
- On November 23, 2015 the City Council authorized the City Manager to continue to purchase maintenance and support under a previous GSA contract, which expired on September 30, 2017.
- Approval is requested for the City Manager to continue to purchase maintenance and support for

the duration of the new GSA contract, until December 20, 2020. This may be done by amendment to the original contracts if necessary or by new contracts with the same or other vendors that may offer such services in the future.

- Expenditures for maintenance and support of the Cognos Reporting Engine software are estimated at \$25,000 annually, subject to adjustments as authorized by the contracts, or by the City Manager.

Charlotte Business INclusion

- This is a federally sourced contract and is exempt (Part A: Appendix 1.27 of the Charlotte Business INclusion Policy).

Fiscal Note

Funding: Management and Financial Services Operating Budget