

Council Meeting Date: September 10, 2019

or Council Workshop Date: _____

Regular Agenda

Consent

Executive Session

Attachments

Ordinance Publication Date: _____

Draft Ordinance to City Secretary: _____

Must be published 72 hours before meeting; deadline to WC Sun is 11:00 Monday

Draft ordinance must be given to City Secretary one week before Council meeting

AGENDA ITEM COVER SHEET

SUBJECT:

Consideration and possible action to approve **an appropriation of \$550,000 to Itineris North America, Inc** for annual software maintenance and managed services on the UMAX customer information system (CIS) system. Chris Bryce, IT Director

ITEM SUMMARY/SPECIAL CONSIDERATIONS:

This item is one of several annual technology maintenance appropriations that are submitted for advanced approval at the beginning of each fiscal year so that invoices may be paid in a timely manner when they are received.

Itineris North America’s UMAX software is the City’s primary billing and customer information system for all City of Georgetown utilities. The Customer Care department completed implementation of the system in August of 2018. UMAX is the most complex system in the City and is integrated with multiple other systems used by various utility department. The software requires intensive support from both the vendor and City staff. As of August 2019, the City and Itineris continue to actively tune and configure this system to ensure that it delivers efficient and reliable billing operations.

This appropriation covers two items:

1. Annual software maintenance (\$125,000) – software updates, software licenses, and basic technical support for the system.
2. Managed services (\$425,000) - covers advanced support, configuration, and business driven changes to the system.

FINANCIAL IMPACT:

All items were budgeted during the FY 2020 budget process. Expenses in the amount of \$550,000 will be recorded in account 570-5-0641-51-341 (IT Contracts – Annual Contracts). Itineris North America is a sole source vendor for maintenance services and managed services on the UMAX product.

COMMENTS:

ATTACHMENTS:

None