

Council Meeting Date: September 28, 2021

or Council Workshop Date: _____

Regular Agenda

Consent

Executive Session

Attachments

Ordinance Publication Date: _____

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

Draft Ordinance to City Secretary: _____

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 \$553,750 to Itineris North America, Inc.** for annual software maintenance and managed services related to 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, Inc.'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 departments. This software requires intensive support from both the vendor and City staff.

This appropriation covers two items:

1. Annual software maintenance (\$128,750) – software updates, software licenses, and basic technical support for the system; and
 2. Managed services (\$425,000) - covers advanced support, configuration, and business driven changes to the system.
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FINANCIAL IMPACT:

All items were budgeted during the FY 2022 budget process. Expenses in the amount of \$553,750 will be recorded in IT – Software Maintenance Subscriptions and Support Services.

COMMENTS:

ATTACHMENTS:

None