

**Department of Administration
Purchasing Division**

**Waiver of Finance & Personnel Committee Approval
For Single / Sole Source Contract
Contract #14911**

Background:

User Department:	Water
Purchasing Agent:	Angelique M Pettigrew
Contract Description:	Enquesta 5R Software Upgrade Version 1.5
Vendor Name and Location:	Systems & Software (Williston, VT)
Contract Term:	One year (1) from 12/01/2016 through 11/30/2017
Requisition # and Date Received:	Requisition 14911 received on 09/21/2016
Original Contract Amount:	\$882,655.06
Expenditures to Date:	\$ 0.00
Current Contract Amount:	\$882,655.06

Purpose of Contract:

The purpose of this contract is to allow the existing Sole Source Vendor, System & Software (hereafter S&S), to deliver and install an upgrade of the Water Works Customer Information System (CIS) from V4 to V5. The estimated contract total is \$882,655.06. The contract term is for one (1) year from 12/01/2016 to 11/30/2017 with options to renew based on the mutually agreed upon project plan incorporated and made a part of the contract.

Justification for Waiver:

The department has been using Systems & Software (S&S) enQuesta Customer Information System (CIS)/ Billing, Service Orders, Collections, Customer Care, since 2003. After an extensive RFP process, S&S was selected out of thirteen (13) proposers including industry leaders such as People Soft, SAP, and Indus. Since then, the vendor has made many improvements to the enQuesta CIS that has benefitted the City of Milwaukee.

In order to ensure the City is keeping up with best practices as they relate to utility customer services and billing technology, a comprehensive upgrade for enQuesta is needed. The current upgrade is critical as it also replaces obsolete physical hardware with a secure cloud based datacenter for improved reliability and disaster recovery.

S&S is the sole proprietary software supplier of the enQuesta CIS Utility Billing solution.

For this reason and in accordance with City Charter 16-05-4a, Finance and Personnel Committee approval is waived.



City Purchasing Director

1-5-2017

Date

F&P Waiver Presentation Date: 01/11/2017