



**PUBLIC SERVICE BOARD MEETING
AGENDA ITEM
REGULAR MEETING**

Wednesday, February 09, 2022

SUBJECT

enQuesta Sole Source Software Maintenance Renewal Contract with Systems & Software, Inc.

BACKGROUND

Systems & Software, Inc. is a wholly owned subsidiary of Harris Computer Systems that operates as an independent corporate entity of Harris, and it is the sole source supplier of the enQuesta Customer Information System (CIS) Utility Billing solution and maintenance provided through an agreement between the El Paso Water Utilities Public Service Board and Systems & Software, Inc. signed April 4, 1997. The enQuesta system is used by the Customer Service Department to generate water, wastewater, stormwater and refuse customer billing and for tasks such as customer account management, service activations, service disconnects, meter reading, collections and inspections. EPWater is requesting a nine-month contract to provide additional support for customer data research that may be required during post go-live stabilization of the new Customer Information System (CIS).

STRATEGIC OBJECTIVES SUPPORTED

Improve Use of Technology

EVALUATION PROCESS

Staff received and evaluated a quote from Systems & Software, Inc. for the enQuesta system software maintenance renewal for a period of nine months, from April 1, 2022 to December 31, 2022.

FINANCIAL IMPLICATIONS

Sufficient funds are available in Account Number 810-7790, and the funding source is the Water and Sewer Fund.

PROPOSED ACTION REQUESTED

Consider and approve a sole source contract pursuant to Section 252.022(a)(7)(A) of the Texas Local Government Code, with Systems & Software, Inc. for enQuesta software maintenance renewal in the estimated amount of \$100,000 for a term of nine months.

SUPPORTING DOCUMENTATION PROVIDED

- Systems and Software Quotation
- Sole Source Affidavit
- Sole Source Letter



December 10, 2021

QUOTATION FOR READ ONLY ENQUESTA ACCESS TO CURRENT V4 ENVIRONMENT

El Paso Water Utilities Public Service Board
1154 Hawkins Blvd,
El Paso, TX 79925

Dear Edgar Campos,

This quote is for read only access of your current enQuesta environments:

Line Item	Totals
<p>Term: From April 1st, 2022 to December 31st, 2022</p> <p>Due to the nature of our embedded solution with a number of mandatory 3rd party software elements, the total price includes the costs associated with the following third-party companies:</p> <ul style="list-style-type: none">• Cognos – Reporting tool required for running business reports• Microfocus – Middleware required for running the enQuesta CIS• Oracle – Database required for running the enQuesta CIS <p>With this agreement, enQuesta will continue to be kept in the read-only access mode. El Paso personnel will still be able to fully access all environments (Prod, Train and Cognos) and run queries as needed. Additionally, El Paso personnel may continue to benefit from the S&S Support desk during our weekday business hours of 8am – 5pm EST for any general questions.</p> <p>The following items are out of scope but may continue to be requested on a time and material basis via a standard quote:</p> <ul style="list-style-type: none">• Data migration, system integration, and conversion related support and questions• New Cognos report requests and/or changes to the existing Cognos reports• DBA/System administration services• Participation in meetings (e.g., S&S and El Paso or w/new CIS vendor)• Attendance at S&S User Groups, Webinars and Training Conferences• Training requests• And after hour support calls	<p>\$100,000</p>



Please note that without this agreement in place, all enQuesta environments will be unavailable to access as of March 31 st , 2022.	
Total	\$100,000

Please provide an authorized signature for sign-off on this quotation, as well as contact information for the technical lead within your organization.

Your invoice will be prepared and sent to you 90 days prior to your renewal date of April 1st, 2022. In order to avoid any service interruptions, you must pay your invoice in full, 30 days prior to your renewal date.

Print Name (Authorized Signature)	Signature	Date
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Print Name (Technical Contact)	e-mail	Phone Number
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Please sign, date, and return a copy of this document, to Systems & Software, Attention: Linda Perna

Sincerely,

Linda Perna
Director, Support



EL PASO WATER UTILITIES PUBLIC SERVICE BOARD

SOLE SOURCE AFFIDAVIT

Before me, the undersigned official, on this day, personally appeared a person known to me to be the person whose signature appears below, whom after being duly sworn upon his/her oath deposed and said:

- 1. My name is JULIE HEXTELL. I am over the age of 18, have never been of a convicted crime and am competent to make this affidavit.
2. I am an authorized representative of the following company or firm: S&S
3. The above named company or firm is the sole source for the following item(s), product(s) or service(s): en Questa software
4. Competition in providing the above named item(s) product(s), service(s) is precluded by the existence of a patent, copyright, secret process or monopoly as stated under Section 252.022, Subchapter A of the Local Governmental Code 7A or as provided for under 7B-F of the same section. Also, attached hereto is a sole source letter, which sets forth the reasons why this Vendor is a sole source provider (dated and signed).
5. There is/are no other like item(s) or product(s) available for purchase that would serve the same purpose or function.
6. Note: This Vendor understands that by providing false information on this Sole Source Affidavit, it may be considered a non-responsible Vendor on this and future purchases and may result in discontinuation of any/all business with the El Paso Public Utilities-Public Service Board.

Signature [Handwritten Signature]

SUBSCRIBED AND SWORN to before me on this 20th day of January 20 22



James D. Ryan
NOTARY PUBLIC
PRINTED NAME
August 16, 2023
MY COMMISSION EXPIRES

COMPANY NAME: Systems & Software Inc.
ADDRESS, CITY, STATE & ZIP CODE: 10 E Allen St, Winooski VT 05404
PHONE: 802-865-1170 FAX NUMBER:
CONTACT NAME AND TITLE: Shannon Martin, Director
WEB ADDRESS: www.ssiivt.com EMAIL: smartin3@hamiscomputer.com
FEDERAL TAX ID NUMBER: 03-0238126 TEXAS SALES TAX NUMBER: 10302381263

January 25, 2022

Alfredo Solano
El Paso Water Utilities
1154 Hawkins Blvd.
El Paso, TX 79925-6437

Subject: enQuesta

Dear Alfredo:

Systems & Software is the sole owner and sole supplier of the enQuesta CIS Utility Billing solution (formally MUPS) that is the designated product in the Information System Agreement made between the El Paso Water Utilities Public Service Board and Systems & Software, Inc. signed April 04, 1997. On-going enQuesta maintenance cannot be obtained from any other vendor.

Should you have any questions or concerns, please feel free to contact me at jhextell@harriscomputer.com

We thank you for your business and continued support.

Sincerely,



Julie Hextell
Vice President, Operations
Systems & Software, Inc.

HARRIS