



City of Galveston

DEPARTMENT OF INFORMATION TECHNOLOGY

STAFF REPORT

October 22, 2020

To: Brian Maxwell, City Manager
Honorable Mayor and City Council

From: Hope Dean, Executive Director & CITO

RE: Consider for approval the renewal of the City's Utility Management Solution support agreement in an amount not to exceed \$36,153.

I. BACKGROUND

In 2011 the City of Galveston initiated an RFP process to find a replacement for its existing utility billing software system. After an extensive process involving many bid proposals, and two site visits, the City selected Utility Management Solution (UMS) by Continental Utility Solutions, Inc. (CUSI). The system was implemented in 2012. The UMS system maintains records on all water accounts in the City, interfaces with the City's water meter service provider and produces monthly water bills.

II. CURRENT SITUATION

1. The technical support and maintenance renewal for the City's Utility Management Solution system is due. This contract provided by the software manufacturer, Continental Utility Solutions Inc., and provides the City with new software releases and technical support. The City currently maintains over 26,000 active water accounts and almost 28,000 water meters.
2. The support agreement covers the following items:

Description	Cost	Term
Software	\$31,053	10/31/20 - 10/31/21
Customer Web Portal	\$3,000	10/31/20 - 10/31/21
USPS Cass Solution (estimated)	\$2,100	08/31/21 - 08/31/22
Total	\$36,153	



III. ISSUES

1. This is a proprietary software solution that cannot be supported by other 3rd party vendors.
2. The agreement provides the City rights to all updates for the licensed software, including new releases which may also provide functional enhancements and error corrections.
3. The City has been granted software license use rights in executable form only and is restricted from making any modifications to the software solution limiting its ability to correct deficient program code errors as needed.

IV. ALTERNATIVES

1. Purchase a utility billing system from another software manufacturer. When UMS was purchased there was \$350,000 dollars budgeted for the project and six months to implement.
2. Renew the technical support and maintenance agreement for an additional one-year period.

V. RECOMMENDATION

Approve the renewal of the annual maintenance support in the amount of \$36,153.

VI. FISCAL IMPACT REPORT

Requested by:	Hope Dean Executive Director & CITO
Funding Source:	Customer Service Operating Budget
Costs of implementation:	\$36,153.