



# City of Galveston

## DEPARTMENT OF INFORMATION TECHNOLOGY

### STAFF REPORT

**Date** October 28,2021

**To:** City Manager  
Mayor and City Council Members

**From:** Hope Dean, Information Technology, Executive Director

**Project location:** N/A

**Project:** CUSI Support Renewal (Utility Billing Software)

#### **Request:**

Consider for approval the renewal of the City's Utility Management Solution support agreement in an amount not to exceed \$36,963.

#### **Prior Council Action**

2020 council approval for 1 year agreement

#### **Background**

1. 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.
2. 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.



Description	Cost	Term
Software	\$31,163	10/31/21 - 10/31/22
Customer Web Portal	\$3,500	10/31/21 - 10/31/22
USPS Cass Solution (estimated)	\$2,300	08/31/22 - 08/31/23
Total	\$36,963	

### **Fiscal Impact Report**

- **Funding Source.**
  - Public Works & Customer Service Operating Budgets
- **Total Cost.**

Description	Cost
Software	\$31,163
Customer Web Portal	\$3,500
USPS Cass Solution (estimated)	\$2,300
Total	\$36,963

### **Alternatives**

- Option 1 – Purchase a utility billing system from another software manufacturer. The cost of the implementation in 2011 was \$350,000.
- Option 2 – Renew the technical support and maintenance agreement for an additional one-year period.
- Option 3 – Do not renew and have no vendor support on the software solution.

### **Staff Recommendation**

Approve the renewal of the annual maintenance support in the amount of \$36,963.

### **Attachments**

Quote # 100323210

