



# City of Galveston

## DEPARTMENT OF INFORMATION TECHNOLOGY

### STAFF REPORT

September 19, 2019

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 technical support and maintenance agreement for \$31,053.

#### 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 and has been in production use since then. The UMS system maintains records on all water accounts in the City, interfaces with the City's water meter service provider and produces the monthly water bills.

#### II. **CURRENT SITUATION**

The technical support and maintenance renewal for the City's Utility Management Solution system is due. This contract is provided by the software manufacturer, CUSI, 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.

#### III. **ISSUES**

1. This is a proprietary software solution that cannot be supported by other 3<sup>rd</sup> 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 correction.
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 manufacture. When UMS was purchased there was \$350,000 dollars budgeted for the project and 6 months to implement.
2. Renew the technical support and maintenance agreement for an additional one (1) year period.

**V. RECOMMENDATION**

Approve the renewal of the annual maintenance support in the amount of \$31,053.

**VI. FISCAL IMPACT REPORT**

Requested by:	Hope Dean Executive Director & CITO
Funding Source:	Customer Service Maintenance Account
Cost:	\$31,053