

CITY OF HIGH POINT

AGENDA ITEM



Title: Cayenta Software Upgrade

From: Bob Martin, Customer Service Director

Meeting Date: August 21, 2017

Public Hearing: N/A

Advertising Date: NA

Advertised By: NA

Attachments: Recommendation

PURPOSE:

To Upgrade our CIS (Customer Information Services) Cayenta Software.

BACKGROUND:

In June 2013, the City went live with Cayenta as its CIS software for utility billing and collecting . In its fifth year of use it is time to upgrade to a newer version to allow for enhanced functionality.

BUDGET IMPACT:

Funds are available in the FY 2017-2018 budget

RECOMMENDATION / ACTION REQUESTED:

The customer service department recommends awarding the contract to Cayenta to upgrade from current version 7.5.3.19 to version 7.9 in the amount of \$218,700. This project will start in January 2018 with an anticipated go live date of June 2018.

DEPARTMENT RECOMMENDATION
Informal Bid(s)

DEPARTMENT: Customer Service

BID #: Software Upgrade

DATE OPENED: NA

DESCRIPTION:

The CIS (Customer Information System)software the City uses for utility billing and collections is Cayenta. This software is also used to create service orders when customers call and subsequently these orders are dispatched through Cayenta. The City went live in June 2013 with this software and is in its fifth year of use. It is time to upgrade to the latest version.

PURPOSE:

The City is currently using version 7.5.3.19 of Cayenta and while it is still supported , it is not eligible for enhancements due to the age of this version. We will upgrade to the latest version 7.9 which will allow for enhanced functionality. The primary benefit will be increased speed in the service order console which will allow us to dispatch and close service orders more quickly.

COMMENTS:

This upgrade should begin in January and we are planning for a five month implementation.

RECOMMEND AWARD TO: Harris Computer Corporation - Cayenta Division

AMOUNT: \$ 218,700

JUSTIFICATION:

The City is in its fifth year of using version 7.5.3.19 and in order to receive enhancements we need to upgrade.

ACCOUNTING UNIT	ACCOUNT	ACTIVITY	CATEGORY	BUDGETED AMOUNT
631799	533402	631171022880	40202	\$ 250,000
TOTAL BUDGETED AMOUNT				

DEPARTMENT HEAD: T. Robert Martin

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Date: 2017.08.11 08:33:54 -04'00'

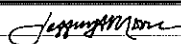
DATE: Aug 11, 2017

PURCHASING MANAGER: Erik Conti
(\$5,000 - \$30,000)

Digitally signed by Erik Conti
DN: cn=Erik Conti, o=ou, email=erik.conti@highpointnc.gov,
c=US
Date: 2017.08.11 10:03:13 -04'00'

DATE: Aug 11, 2017

FINANCIAL SERVICES DIRECTOR:
(\$30,000 - \$90,000)



Digitally signed by Jeffrey A. Moore
DN: cn=Jeffrey A. Moore, o=City of High Point, NC, ou=Financial
Services Director, email=jeffmoore@highpointnc.gov, c=US
Date: 2017.08.11 12:20:54 -04'00'

DATE: Aug 11, 2017