



Legislation Text

File #: 20-1085, **Version:** 1

Recommendation to adopt resolution authorizing City Manager, or designee, to execute a contract, and any necessary amendments, with System Innovators, a division of N. Harris Computer Corporation, of Jacksonville, FL, to provide software maintenance and support services for the City's cashiering system, iNovah, in an annual amount of \$105,000, with a 20 percent contingency in the amount of \$21,000, for a total annual contract amount not to exceed \$126,000, for a period of two years, with the option to renew for three additional one-year periods, at the discretion of the City Manager. (Citywide)

City Council approval is requested to enter into a contract with System Innovators for software maintenance and support services for the City's cashiering system, iNovah, used to process payments for City services. The iNovah cashiering system is used by the Financial Management Department to process in-person and mailed-in payments for utilities, parking citations, and other various City services. Under this agreement, software maintenance and support services include technical support, software patches, and software upgrades required to operate the iNovah cashiering system.

On September 30, 1999, the City Council awarded a contract to System Innovators to purchase and implement iNovah. On August 15, 2006, the City Council authorized an upgrade to the iNovah software, migrating to the latest web-based technology. The City has contracted with System Innovators for software maintenance and support services through purchase orders under City Manager authority annually, but the allowable amount under the current terms and conditions of the purchase order has been exhausted and is insufficient to continue uninterrupted services into the future. System Innovators is the creator of the iNovah software, and no other vendor is able to provide licensing or support for this software.

City Charter Section 1801 requires that contracts for City purchases be awarded to the lowest responsible bidder after a competitive bid process but allows for awards without a competitive bid process if accompanied by a Resolution adopted by the City Council.

This matter was reviewed by Business Services Bureau Manager Tara Yeats on October 20, 2020, and by Deputy City Attorney Amy R. Webber and Budget Management Officer Rhutu Amin Gharib on October 27, 2020.

City Council action is requested on November 17, 2020, to ensure a contract is in place expeditiously.

The total annual contract for the first year will not exceed \$126,000, inclusive of a 20 percent

contingency. Sufficient appropriation for the contract is budgeted in the General Fund Group in the Financial Management Department. Costs for software services and support are recovered from multiple fund groups and departments through the regular Commercial Services Memorandum of Understanding (MOU) monthly billing process. This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

Approve recommendation.

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JOHN GROSS
DIRECTOR OF FINANCIAL MANAGEMENT

APPROVED:

THOMAS B. MODICA
CITY MANAGER