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# CITY OF OCALA

## CITY COUNCIL REPORT

Council Meeting Date: 12/15/15

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Subject: Cogsdale Software Maintenance Renewal

Submitted By: Mary Ann Davis

Department: Business & Financial Services

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**STAFF RECOMMENDATION** (Motion Ready): Approve Agenda Item (ID # 8889) Cogsdale Customer Service Management System / Electric Work Order Software Maintenance Renewal for \$147,471

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### **OCALA'S RELEVANT STRATEGIC GOALS:** Operational Excellence

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#### **BACKGROUND:**

In 2013, the City implemented the Cogsdale Customer Service Management (CSM) and Electric Work Order Management Software Maintenance (EWOSM) currently used by Customer Service, Utility Billing and Electric. The software maintenance includes the following: CSM, Locations, Smartview, Enhanced Notes, Geolocation Management, Microsoft Dynamics GP Software, Mobile Work, Risk Management and Work Management.

This renewal includes software upgrades and support services for all modules to keep software and staff current with the latest technology.

#### **FINDINGS AND CONCLUSIONS:**

The City is required to pay yearly software maintenance for the continued use of the software, as well as to receive software upgrades and support services.

#### **FISCAL IMPACT:**

Funds for the yearly maintenance renewal of \$147,471 are budgeted for as follows:

Acct 457-32-230-531-31010 \$91,087

Acct 457-32-276-531-31010 \$56,384

#### **PROCUREMENT REVIEW:** N/A

#### **LEGAL REVIEW:** N/A

#### **ALTERNATIVE:** N/A

#### **SUPPORT MATERIALS:**

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