



Ocala

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Item Details

File Number: 2025-0234

ID #: 2025-0234

Type: Agenda Item

Status: Passed

Version: 1

Placement: 10

In Control: City Council

File Created: 11/12/2024

Presented By: :

Final Action: 12/03/2024

Item Title: Approve one-year renewal with Harris Corporation for the City's customer management system, Cogsdale, with an estimated expenditure of \$274,405

Internal Notes:

Target Meeting: 12/03/2024

Agenda Number: 10g.

Sponsors:

Enactment Date:

Attachments: FOR COUNCIL REVIEW - OCAL01 - COGMN0000366.PDF, FY2024 - Cogsdale CMS Annual Maintenance, FY2023 - Cogsdale CMS Annual Maintenance, FY2015 - Cogsdale CMS Annual Renewal, Original Council Approval - Cogsdale, Fully Executed - Original Agreement for Cogsdale CSM

Enactment Number:

Recommendation:

Entered by: cramos@ocalafl.gov

Hearing Date:

Effective Date:

Approval History

Version	Seq #	Action Date	Approver	Action	Due Date
1	1	11/20/2024	Marie Brooks	Approve	11/21/2024
1	2	11/22/2024	Christopher Ramos	Approve	11/22/2024
1	3	11/22/2024	Jeannine Robbins	Approve	11/26/2024
1	4	11/22/2024	Tammi Haslam	Approve	11/26/2024
Notes: notified Chris Ramos that account is overbudget					
1	5	11/22/2024	Shay Roberts	Approve	11/26/2024
1	6	11/25/2024	Patricia Lewis	Approve	11/26/2024
1	7	11/25/2024	Daphne Robinson	Approve	11/27/2024
1	8	11/26/2024	Chris Watt	Approve	11/27/2024
1	9	11/26/2024	Peter Lee	Approve	11/28/2024

History of Legislative File

Item Details Continued (2025-0234)

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
1	City Council	12/03/2024	Approved				Pass
	Action Text:						
	Notes:	There being no discussion the motion carried by roll call vote.					
		Aye: 5	Pro Tem Dreyer, Council Member Bethea Sr, Council Member Hilty Sr, Council Member Musleh, and Council President Mansfield				

Text of Legislative File 2025-0234

Approve one-year renewal with Harris Corporation for the City's customer management system, Cogsdale, with an estimated expenditure of \$274,405

BACKGROUND:

In 2013, the city implemented the Cogsdale Customer Service Management ("CSM") and Electric Work Order Management Software Maintenance for the application 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, Work Management, and discretionary tax calculations. This software is used daily to manage almost 60,000 active customer accounts.

This annual renewal includes software upgrades and support services for all modules to keep software and staff current with the latest technology. Additional expenditures will be incurred as necessary to purchase additional customer locations for new accounts and software modifications requested by the City.

FINDINGS AND CONCLUSIONS:

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

Annual Cogsdale maintenance expenditures and system modifications for Fiscal Year 2023-24 were approved by the Council on December 5, 2023, for \$248,109. Estimated costs for annual maintenance and system modifications for are projected to be \$274,405.

FISCAL IMPACT:

Funds for the annual software maintenance renewal of \$274,405 are budgeted/encumbered and will be charged to the accounts listed below:

- FY25 Total = 457-032-230-531-53-52050 - \$205,803.41
- FY26 Prepaid Total = 457-155-000-000-75-15500 - \$68,601.14

Expenditures will be tracked under Munis Contract No.: ITS/250182.

PROCUREMENT REVIEW:

The software was procured in compliance with the City's Procurement Policy.

LEGAL REVIEW:

This Agreement will be reviewed and approved for form and legality by City Attorney, William E. Sexton.

ALTERNATIVE:

- Approve with Changes
- Table

- Deny

Presentation By: Christopher Ramos