

Resolution #20-0556
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**RESOLUTION APPROVING THE RENEWAL OF A CONTRACT WITH SYSTEM
INNOVATORS FOR SOFTWARE LICENSES, MAINTENANCE, AND SUPPORT
SERVICES**

WHEREAS, in accordance with existing purchasing policies, the City of Winston-Salem entered into a partnership with System Innovators in 2002 to provide Cashiering and Revenue Collections services; and

WHEREAS, System Innovators software provides support for in-person over the counter, telephone, and drop box payments for citizens and businesses purchasing services and products from the City; and

WHEREAS, System Innovators software provides further technical support for and integrates directly with a wide range of additional business systems used by City departments for invoicing and collecting revenue; and

WHEREAS, user licenses must be purchased to allow for continued use of the System Innovators platform; and

WHEREAS, user licenses are granted on an annual renewal basis and would be in effect from January 1, 2021 through December 31, 2021; and

WHEREAS, System Innovators is a sole-source provider and does not partner with any reseller agencies to provide license renewal options; and

WHEREAS, System Innovators has provided a quote for the annual renewal of the City's licenses, maintenance, and support contract with a total cost of \$96,185.63, requiring approval by the City Council.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and City Council of the City of Winston-Salem authorize the City Manager to enter into a contract with System Innovators for license renewals, maintenance, and support services in the annual amount of \$96,185.63.

BE IT FURTHER RESOLVED that the Mayor and City Council of the City of Winston-Salem authorize the City Manager to enter into a contract with System Innovators for license renewals, maintenance, and support services for three additional one-year terms subject to approved funding through the annual budget process.

BE IT FURTHER RESOLVED that the City Manager is hereby authorized to execute the contract on behalf of the City.