



AGENDA MEMORANDUM

Action Item for the City Council Meeting October 1, 2019

DATE: October 1, 2019

TO: Peter Zanoni, City Manager

FROM: Peter Collins, Interim Chief Information Officer
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| <p style="text-align: center;">Service Agreement for Maintenance and Support Services of myRevenueCollector Software</p> |
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CAPTION:

Resolution authorizing a three-year service agreement with PCI, LLC, for maintenance and support services of myRevenueCollector, a cashiering software used with Infor Billing and Financial systems, in an amount not to exceed \$62,132.67, with the first-year funding in the amount of \$20,101.81 available in the Info Tech Fund.

SUMMARY:

This resolution authorizes a contract with PCI, LLC to provide maintenance and support services of myRevenueCollector software for the Information Technology Department in an amount of \$62,132.67. These services are necessary because the software is used with the Infor Billing and Financial systems in tandem with the cash registers at Central Cashiering.

BACKGROUND AND FINDINGS:

In 2013, the City entered into an agreement with PCI LLC in the amount of \$117,810, which included software, hardware, professional services and the first year of maintenance at \$17,520. This software is still used today and requires ongoing maintenance and support. PCI, LLC is the sole manufacturer of the proprietary myRevenueCollector cashiering software. The software is used with the Infor Billing and Financial systems in tandem with the cash registers at Central Cashiering, which allows payments to be taken by the Cashiers. This software has built in hooks and interfaces to

Infor. The myRevenueCollector software was part of the original Infor proposal as part of their solution.

ALTERNATIVES:

An alternative would be not to extend the myRevenueCollector cashiering software with support and maintenance from PCI, LLC; however, a new process would require the system in place to be replaced.

FISCAL IMPACT:

The fiscal impact for the Information Technology Department is \$20,101.81 for the first year; \$20,704.86 for the second year and \$21,326.00 for the third year, all budgeted through the Info Tech Fund.

Funding Detail:

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| Fund: | 5210 Info Tech |
| Organization/Activity: | 40470 IT Application Services |
| Mission Element: | 241 Provide Support Technology Infrastructure |
| Project # (CIP Only): | N/A |
| Account: | 530160 Rentals |

RECOMMENDATION:

Staff recommends approval of the resolution authorizing a three-year service agreement with PCI, LLC for software maintenance and support services myRevenueCollector cashiering software as presented.

LIST OF SUPPORTING DOCUMENTS:

Resolution
Maintenance and Support Agreement