

RESOLUTION NO. _____

RENEW COMPUTER SOFTWARE TECHNICAL SUPPORT CONTRACT

Item No. 5n

WHEREAS, the Louisville Metro Housing Authority has committed resources to providing technical support for its enterprise software system; and

WHEREAS, the upkeep of both hardware and software is essential to gain maximum benefit from the Authority's investment; and

WHEREAS Emphasys Software has determined that in order to provide adequate technical support services for its clients, it is necessary to increase technical support fees; and

WHEREAS, support from Emphasys Software is required to keep up with the constantly changing needs and requirements of LMHA and HUD; and

WHEREAS, staff has determined that the required funds are available in the budget and all procurement requirements have been satisfied.

NOW, THEREFORE, BE IT RESOLVED BY THE LOUISVILLE METRO HOUSING AUTHORITY BOARD OF COMMISSIONERS, that Lisa Osanka, Executive Director, and Contracting Officer is hereby authorized to renew the contract with Emphasys Software for a fee not to exceed \$201,846.00 for Technical Support services. The contract period will be January 1, 2022 through December 31, 2022.

RESOLUTION BACKGROUND STATEMENT

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I. STATEMENT OF FACTS:

Emphasys is a vendor for public housing agencies, that offers a complete suite of enterprise software applications and related services to public housing and redevelopment agencies.

LMHA is currently using Emphasys' software for Applicant Processing, Tenant Accounts Receivable, Accounts Payable, General Ledger, Housing Choice Voucher, Bank Reconciliation, HUD Reporting, Inventory, and Procurement.

Emphasys provides free software upgrades, based on HUD requirements, to all of its clients who have existing technical support contracts. Emphasys provides immediate technical assistance to those clients.

Emphasys does not allow other vendors to make changes to its software.

The Authority is in the process of migrating to a new software system provided by a different vendor. LMHA plans to complete the migration by the end of 2022 and will still need to use the Emphasys software. Emphasys has added additional costs to the 2022 contract for services anticipated with migrating to the new software system.

II. ALTERNATIVES:

A. Approve the contract renewal for technical support services with Emphasys Software.

B. Do not approve the contract.

III. RECOMMENDATION:

Staff recommends Alternative "A".

IV. JUSTIFICATION:

- Renewal of the software technical support contract with Emphasys Software will ensure immediate response to technical support issues for LMHA staff and will ensure that HUD required software changes are implemented efficiently.
- LMHA spent approximately \$126,154.00 during the current period.

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IV. JUSTIFICATION:

- LMHA staff completed the Contract Renewal Evaluation Form. This vendor received an overall rating of Average (Above Average/Average/Below Average).

V. BUDGET APPROVAL

The funding for this contract is included in the 2022 Operating Budget.

Angela Larsson, Director of Finance

Date

VI. PROCUREMENT CERTIFICATION

This procurement complies with the Louisville Metro Housing Authority's procurement policies and procedures.

Steve Webb, Purchasing Agent

Date

Submitted by: Cheryl Butler
Director of Information Technology
December 21, 2021