

RESOLUTION NO. _____

**APPROVAL TO RENEW COMPUTER SOFTWARE
TECHNICAL SUPPORT CONTRACT**

Item No. 5j

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 by 5%; 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 \$126,154.00 for Technical Support services. The contract period will be January 1, 2021 through December 31, 2021. The contract allows for a 30-day written cancellation.

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, Public Housing, 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 upgrading to Emphasys' Elite Version of their software; The Housing Choice Voucher Program is complete. The Applicant Processing and Tenant Accounts Receivable were targeted to be completed during the first quarter of 2020. The upgrades are not complete. LMHA is seeking qualified vendors.

II. ALTERNATIVES:

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

B. Do not seek contract renewals.

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.

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V. BUDGET APPROVAL:

The funding for this contract is included in the 2021 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 15, 2020