

| Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: CONSENT AGENDA

Meeting Date: September 22, 2026

Item Details

Presenter(s): Kathy Moyer, Director

Department(s): Electric Utilities

Requested Motion

Motion to renew a Support and Maintenance Agreement between Data Voice International and the Town of Apex, for continued outage management software support for water and electric systems, through June 30, 2027, and authorize the Town Manager, or their designee, to execute on behalf of the Town.

Approval Recommended?

Yes

Item Details

Staff is requesting approval of a Support and Maintenance Agreement with DataVoice International, a Harris Computer company, for continued support of the Town's existing utility-related software systems.

DataVoice supports critical operations including outage management, customer communications, field operations, and related system integrations. The agreement covers applications and services such as the Outage Management System (OMS), PowerPal, customer-facing electric and water applications, WorkPal, hosted services, integrations, reporting tools, and other associated software.

The agreement provides ongoing technical support, troubleshooting, software updates and releases, defect corrections, planned enhancements, and related maintenance services. DataVoice provides 24/7 support, with after-hours assistance available as needed. Standard updates and upgrades are generally included in the maintenance fee, while certain services outside the standard scope, such as custom modifications, extended training, significant configuration changes, or new services and integrations, may be billed separately.

The agreement continues the Town's existing maintenance relationship with DataVoice and ensures continued vendor support for the reliable operation of these systems. The agreement is effective through June 30, 2027, at a prorated cost of \$131,981.12, with funding included in the adopted FY 2026-27 budget.

Attachments

- CN4-A1: Agreement Renewal - Data Voice International - Maintenance Agreement for Continued Outage Management Software Support for Water and Electric Systems - through June 30, 2027
- CN4-A2: CONT-2024-240 - Existing Contract - DataVoice - Update Statement of Work for Data Voice ERP Integration for Utility Billing

