

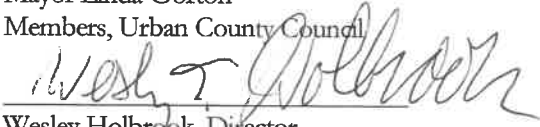
MAYOR LINDA GORTON



LEXINGTON

WESLEY HOLBROOK  
DIRECTOR  
REVENUE

TO: Mayor Linda Gorton  
Members, Urban County Council

FROM:   
Wesley Holbrook, Director

DATE: October 24, 2022

SUBJECT: Resolution to authorize the upgrade of the enQuesta system for LEXserv Billing and Collections

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Request

Authorization to: execute an addendum to the Information System Agreement with Systems and Software, Inc. to upgrade the enQuesta system to version 6 and to install the Capricorn customer portal.

Why are you requesting?

The Division of Revenue has been using the enQuesta system since 2017. The version currently utilized is outdated and does not contain features which would be beneficial for the efficient operation of the division and an upgraded customer portal. In the FY23 budget, the Division of Revenue requested funding for the upgrade of the enQuesta system which is used for LEXserv billing and collections. That project was funded.

What is the cost in this budget year and future budget years?

The cost for this FY is: \$691,174

The cost for future FY is: \$33,250 (new maintenance)

Are the funds budgeted?

The funds are budgeted

Account number: 4002 – 202602-0001- 96202 - \$366,322.22  
4051 – 202602-0001- 96202 - \$186,616.98  
4121 - 202602-0001- 96202 - \$138,234.80

File Number:

Director/Commissioner: Wesley Holbrook/Erin Hensley

