

City of Sacramento

Legislation Text

File #: 2020-00661, Version: 1

Title:

Fiscal Year 2020/21 Renewal of Maintenance/Technical Support Service Agreements for Information Technology Related Software and Hardware [Published for 10-Day Review 06/19/2020]

File ID: 2020-00661

Location: Citywide

Recommendation:

Pass a Motion authorizing the City Manager or City Manager's designee to: 1) renew the annual software license, hardware, and maintenance/technical support services agreements with Adlib Publishing Systems, Atlassian, County of Sacramento, EMC Corporation, EnChoice-CYA Technologies, ESRI Inc., FDM Software, Generis Corp, Infor EAM, Latitude Geographics, LCP Tracker, Lucidworks, Oracle America, Safe FME, Salesforce, SeamlessDoc, Sitecore USA, Site Improve, Source Code Technology Holdings, The Active Network, Tyler Technologies, and West Publishing Corporation for a cumulative total amount not to exceed \$3,764,000; 2) replace any contract listed in Exhibit A that expires during FY2019/20 with an appropriate replacement contract from the same organization; and 3) execute Supplemental Agreement numbers: a) 2015-0137-6 with the Community College Foundation for a student intern program for a new not-to-exceed amount of \$1,350,000; b) 2014-0840-5 with Dimension Data/NTT for telecommunications billing software for a new not-to-exceed amount of \$243,000; c) 2019-0429-1 with Enterprise Network Solutions for professional services to support ServiceNow application for a new not-to-exceed amount of \$129,640; d) PRC000753-1 with FullStack Labs for mobile applications support for a new not-to-exceed amount of \$18,401; e) 2018-1576-2 with Innovyze for utility asset management for a new not-to-exceed amount of \$158,440; f) 2012-1019-10 with Motorola Solutions for radio equipment maintenance services for a new not-to-exceed amount of \$4,264,874.40; g) 2017-0362-3 with PaperFree for automation enhancement services for a new not-to-exceed amount of \$143,600; h) PRC000637-2 with QPCS for video camera maintenance for a new not-to exceed amount of \$65,000; i) PRC000593-1 with Security on Demand for managed security services for a new not-to-exceed amount of \$182,900; and j) 2019-0684-2 with Vision Integration Professional (VIP) for technical support for Salesforce application for a new not-to-exceed amount of \$626,900.

Contact: Ignacio Estevez, IT Manager, (916) 808-7349; Cassy Vaioleti, Administrative Analyst, (916) 808-8047; Maria MacGunigal, Chief Information Officer, (916) 808-7998, Information Technology

Presenter: None

Attachments:

- 1-Description/Analysis
- 2- IT Technical Support and Maintenance Contracts
- 3-Agreements

Description/Analysis

Issue Detail: In May 2020, the City's Information Technology (IT) Department conducted an annual review of all citywide IT related software licenses, systems, and maintenance/technical services (support service(s)) purchased in FY2019/20. The review indicated that the City has ongoing agreements which must be renewed to continue necessary services from multiple vendors where the annual expenditures per vendor exceeds \$100,000, some of which exceed \$250,000. Sacramento City Code sections 3.56.290 and 3.64.040 require Council authorization for purchases of and leases for \$250,000 or more. These purchases are necessary to ensure the continued delivery of programs and services citywide to support required computer hardware and software maintenance for critical enterprise and business systems, technology infrastructure, and radio equipment that directly support city business operations. Without this support, city systems would not receive the necessary upgrades, patches and support needed to function properly making the City more vulnerable to information security breaches and susceptible to dangerous virus and other malware that could quickly result in a total shut down of most computer systems.

Staff recommends increasing the spending authority to cover the annual renewal of software licenses, and software and hardware system maintenance and support services agreements with the vendors listed in Exhibit A.

Policy Considerations: The recommendations in this report are in accordance with the goals, objectives, initiatives and operating principles of the City's IT Department, Sacramento City Code chapters 3.56, 3.64, and 3.68, and Administrative Policy Nos. 4001, 4104 and 4102.

The Sacramento City Code section 4.04.020 and Council Rules of Procedure (Chapter 7, Section E.2.d) mandate that unless waived by a 2/3 vote of the City Council, all labor agreements and all agreements greater than \$1 million shall be made available to the public at least ten (10) days prior to council action. This item was published for 10-day review on June 19, 2020 as required.

Economic Impacts: None.

Environmental Considerations: The recommended action is not a "project" that is subject to the California Environmental Quality Action ("CEQA") because it is an administrative activity that will not result in direct or indirect physical changes in the environment and involve continuing administrative

or maintenance activities. (CEQA Guidelines section 15378(a), (b)(2), and (b)(5).)

Sustainability: Under Phase 1 of the City of Sacramento's Climate Action Plan, all applicable "Green" technology initiatives will be considered prior to the purchase of IT equipment hardware and software

Commission/Committee Action: Not applicable.

Rationale for Recommendation: During the third quarter of each fiscal year, IT staff performs a review of IT purchases completed during that year and compares that against the amount approved by Council for that fiscal year. In certain situations, where the overall total or individual limit by the vendor is expected to exceed the approved amounts, or in cases involving unanticipated purchases of IT hardware, software and/or services, individual spending requests will be prepared for Council's approval. Although annual contract amounts may fluctuate, Council has approved an average of \$4.5 million per year for software licenses and maintenance/technical support services over the past five years.

The vendors listed in Exhibit A have met the City's policy requirements for contracting and are providing licenses and ongoing support services for City software and hardware systems to support on-going technology services through agreements that were previously approved by Council or through the City's regular procurement process. The license and support service agreements identified in Exhibit A provide the required support for several of the City's most critical business systems. To increase efficiency, the IT Department has determined that it is in the City's best interest to present this request for spending authority in an annual consolidated fashion rather than preparing multiple requests throughout the year.

Financial Considerations: The request for authority to renew the software licenses, software and hardware system maintenance, support service agreements, and fiber lease agreement identified in Exhibit A will create a new not-to-exceed amount of \$5,084,500 million. Staff has spent considerable time negotiating with all suppliers to minimize or, where possible, eliminate these annual increases. At such time that the overall total or individual limit by a vendor exceeds the amounts in the approved motion, or in cases involving unanticipated purchases, separate Council authorization will be requested. Funding for the renewal of ongoing license and maintenance/operational support services and lease agreement is included in the FY2020/21 operating budget and various Capital Improvement Program budgets.

Local Business Enterprise (LBE): Where applicable, the City's LBE program requirements have been followed for any contracts issued by the City under this report.