



CITY COUNCIL AGENDA REPORT



DEPARTMENT: Administrative Services

MEETING DATE: June 4, 2013

PREPARED BY: Mitch Cochran, Information Systems Manager

AGENDA LOCATION: CC-4

TITLE: Renewal of Annual Maintenance Agreements with 3M, Blueprint Technologies, Environmental Science Research Institute (ESRI), Konica Minolta, NeoGov, SirsiDynix, Spillman Technologies, Tyler Technologies for Fiscal Year 2013-2014

OBJECTIVE: To authorize the purchase of software and or hardware support services for installed City applications for the fiscal year 2013-2014.

BACKGROUND: The City's phone system, Mitel, financial computer application, MUNIS, the Library's management system, Horizon, Library's self checkout and security system, 3M, the City's Geographical Information Systems (GIS) software, ArcGIS, the Police dispatch and records management system, Spillman, and our document management application, OnBase, have annual support agreements which provide for ongoing software and hardware support and upgrades when they become available. These support agreements each cost over \$5,000 per year. Most City applications have support contracts that cost less than \$2,000 per year, and have been approved as part of the budget adoption process.

ANALYSIS: The support agreements provide for problem resolution of the hardware or software, regardless if it is a user error or a software issue. The City takes advantage of both in-person and on-line help tools in supporting its applications. If the support agreements are not renewed then the City will not be eligible for software upgrades. Technical support (after a contract has expired) may be available but it would be on a time and materials basis. It is usually in the best interest of the City to remain current with the software maintenance agreements so that technical support is readily available.

As of June, Cook Arthur, who is our vendor for the OnBase document management system, will be acquired by Konica Minolta. The service level and costs will remain the same.

These agreements are generally sole source support agreements from the manufacturer. One exception is the phone support agreement. Staff received three quotes for annual support and the current vendor was significantly less than the other quotes; Blueprint Technologies (also known as Standard Tel) at \$10,994, Blue Violet Networks at \$31,000 for two years and a no-bid from the third vendor.

ENVIRONMENTAL IMPACT: There is no environmental impact related to this report.

FISCAL IMPACT: The software maintenance fees and support agreements have been budgeted in the 2012-13 budget. The fees for 2012-2013 are estimated at:

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<u>Company</u>	<u>Product</u>	<u>Estimate</u>	<u>Requested Limit</u>
3M	Library Equipment	\$ 11,882	\$ 13,000
Blueprint Technologies	Mitel phone equipment	\$ 10,994	\$ 13,000
ESRI	GIS - ArcGIS	\$ 6,624	\$ 8,000
Konica Minolta	OnBase	\$ 24,265	\$ 27,000
NEOGov	Government Jobs.com	\$ 6,150	\$ 6,500
Sirsi Dynix	Horizon	\$ 18,761	\$ 21,000
Spillman Technologies	Spillman CAD	\$ 42,000	\$ 46,000
Tyler Technologies	MUNIS	\$ 65,000	\$ 68,000

OPTIONS: The following options are presented for consideration:

1. Approve the support agreements and authorize payment of the 2013-14 maintenance fees.
2. Reject the annual maintenance agreements. Should the Council reject the agreements, then those software products would not be eligible for technical support or upgrades. Should the City decide to reinstate support at a later time, additional costs would be incurred to bring the contracts current.

RECOMMENDATION: Staff recommends that the City Council authorize the 2013-14 software maintenance fees for 3M, ESRI, Konica Minolta, SirsiDynix, Spillman Technologies and Tyler Technologies.

COUNCIL ACTION REQUIRED: If the City Council concurs, the appropriate action would be a motion to approve the annual maintenance agreements and authorize payment of the Fiscal Year 2013-14 maintenance fees for 3M, Blueprint Technologies, ESRI, Konica Minolta, NeoGov, SirsiDynix, Spillman Technologies and Tyler Technologies as detailed in the Agenda Report.