

## RCA for Ongoing Software Maintenance and Support for Multiple Systems

### Attachment A

Vendor Name	Service Description	Application/Software Type	Estimated Annual Cost
Bizodo, Inc. d/b/a Seamless Docs	Includes Seamless Docs, Wizards, UnlimitedSubmissions and eSignatures - Maintenance and Support	Form Development/Routing Application	\$54,925
BMC Software Inc.	Atrium Discovery and Dependency Mapping Maintenance and Support	Network Security Application	\$34,103
BMC Software Inc.	BMC Remedy Maintenance and Support	Helpdesk Application	\$65,290
Computer Products Inc.	Omtool (Genefax) Software Maintenance/Support	Fax Application	\$3,547
Cyber-Ark Software Inc.	PIM Enterprise Vault & Additional EPV Users Software Maintenance& Support	InfoSec Software	\$11,000
DLT Solutions LLC	Google Maps API's Premium Plan	Web Mapping Software API	\$9,594
DLT Solutions LLC	TOAD for Oracle Software Maintenance/Support	Database Administration and SQL Development Software	\$5,358
DLT Solutions LLC	QuickApps for SharePoint maintenance renewal Software Maintenance/Support	Maintenance and Support for 3rd Party Sharepoint Tools	\$6,449
EC America Inc.	VDI/Citrix Software Maintenance/Support & Licenses	Citrix VDI Licensing that will be replaced in FY2017 by another product.	\$17,279
Entrust Inc.	Entrust IdentityGuard Platinum Support	2 factor password authentication system required by CJS for CMPD.	\$8,623
Environmental Systems Research Institute (ESRI)	Geographic Information System.	GIS Enterprise License Agreement	\$445,000
Goddard Technical Services	Quest Active Directory Recovery Mgr Software Maintenance and Support	Provides recovery tools for AD that will be replaced in FY2017. Maintenance dollars will be applied to replacement product.	\$11,443
Guidance Software Inc.	Maintenance and Support - EnCase Enterprise SMS EnCase eDiscovery NAS Examiner/SAFE Electronic Time USB Security	eDiscovery Software	\$11,542
MCM Technology	MCM Technology Commshop 360 Maintenance and Support	Radio Communications Asset Managemnt and Work Order Intake and Tracking Software specific to Radio Technology	\$19,750
McAfee Inc.	VirusScan Lcense for McAfee home usage Maintenance and Support	InfoSec Software	\$3,601
NUIX North America Inc.	Nuix Investigator Software Maintenance	InfoSec Software	\$875
Orbus Software Inc.	Software Maintenance for iServer business and transformation software	Enterprise Architecture Data Repository	\$14,600
Shadow-Soft LLC	Red Hat Enterprise for Linux Server w/ Smart Management, Premium & Standard - Maintenance and Support	Subscription Support for Red Hat Linux Operating System	\$52,500
Triad Technology Parters LLC; Fedresults, Inc.	Annual Maintenance Renewal - Tableau Desktop & Servers.	Business Intelligence and Analytics Software	\$20,248
True Image Interactive LLC	Software Maintenance/Support - MyCharlotte Mobile App	Mobile Application Maintenance	\$12,000
Verint Americas Inc.	Software Maintenance/Support. License for service desk, call recording	Voice & Screen Recording for Service Desk	\$6,520
Verint Americas Inc.	Software Maintenance/Support Impact 360 Operational WFO	Workforce Management for 311	\$48,483
Verint Americas Inc.	Software Maintenance/Support for 311 Call Recording & Workforce Mngmnt System	Voice & Screen Recording for 311	\$63,026
VMWare Inc.	VMWARE workstation subscription service	Local VM Workstation for Enterprise Services	\$5,266
Wherescape USA Inc.	Wherescape RED and 3D Annual Software Maintenance/Support	Data Warehouse Automation Software	\$16,000
<b>Annual Grand Total</b>			<b>\$947,022</b>