City of Charlotte

Legislation Details (With Text)

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Title:	Information Technology Hosting, Managed Services, and Associated Professional Services Contract		
Attachments:			

Date	Ver.	Action By	Action	Result
1/23/2017	1	City Council Business Meeting	Approve	Pass

Information Technology Hosting, Managed Services, and Associated Professional Services Contract

Action:

    A. **Approve a three-year contract with R&M Computer Consultants, Inc. d/b/a rmsource to provide application hosting, website hosting, managed services, and associated professional services,**

    B. **Authorize the City Manager to approve up to two, one-year renewals of the contract with possible price adjustments and to amend the contract consistent with the City's business needs and the purpose for which the contract was approved;**

    C. **Authorize the City Manager to approve expenditures for the provision of future project implementation services;**

    D. **Authorize the City Manager to purchase hosting and managed services for as long as the City uses the hosted websites and applications, and**

    E. **Authorize the City Manager to purchase such additional hosting, managed services, development, and other professional services as needed from time to time to optimize the City's use of the hosted software and systems.**

Staff Resource(s):
Bellverie Ross, Innovation & Technology
Jeffrey Stovall, Innovation & Technology

Explanation
- The City contracts with rmsource to provide application hosting, website hosting, and managed services.
  - Under this technology provisioning model, websites, software applications, and associated content is hosted on remote servers and other hardware is owned and operated by the vendor and accessed by the City and the public through a web browser or other desktop

application.

- In many circumstances, City departments have found this to be a cost-effective alternative instead of hosting websites, software, and content on hardware operated on premise by the City.
- Several departments currently use rmsource to host software applications and City websites under multiple contracts.
- The contract submitted for approval will create a master consolidated contract under which rmsource will provide all enterprise services purchased by the City.
- Should other Departments need services with the vendor in the future, their projects can be amended into the consolidated master contract, if appropriate.
- Benefits of a consolidated master contract include reduced costs by sharing private cloud infrastructure, and application licensing
- The vendor will continue to provide the following under the consolidated master contract:
  - Support and development resources for management of the infrastructure,
  - Protection for the City's websites from Internet security attacks,
  - Hosting the City's Internet presence in the vendor's data center, and
  - Training resources.
- The City has contracted with rmsource services since 2011.
  - The initial contract with rmsource was approved by City Council on November 28, 2011, to transition the hosting services for CharMeck.org (subsequently replaced by Charlottenc.gov). This contract was awarded after a competitive solicitation process in which rmsource was deemed to provide the best value.
- On August 30, 2016, a waiver of solicitation process was approved by the City Manager's Office to forego a solicitation for hosting, managed services, and associated professional services with rmsource because of the overall complexity of the managed services, and high cost to move to another vendor. As a result, City management deemed it to be in the City's best interest to continue to use rmsource under an enterprise master agreement
  - Specific services provided by this waiver include hosting and development services for CharlotteNC.gov, mobile and web application development for N&BS' Microsoft CRM platform, enterprise project management applications on the City's intranet, and hosting of the City's Emergency Operations Plan.
- Estimated expenditures are as follows:
  - Expenditures for ongoing hosting and managed services are estimated to be $650,000 annually. Approval is requested for the City Manager to purchase the hosting and managed services for as long as the City uses the website and hosted applications.
  - Expenditures for development and professional services are estimated to be $350,000.
    - Professional services include hosting, managed services, configuration and customization, upgrade and migration assistance, consulting, and support. Departments using rmsource have access to a monthly block of 40 professional services hours for support and development.
    - Developmental services involves application development, modifications, and enhancements needed for the products on the hosting service platform that require additional support beyond the standard 40 hour block, up to and including the development of new applications and pages.
- Approval is also sought for the City Manager to purchase such additional application hosting, managed services, and professional services as needed from time to time to optimize the City's use of the hosted software and systems.

Charlotte Business INClusion
No subcontracting goal was established because there are no opportunities (Part C: Section 2.1 (a) of the Charlotte Business INClusion Policy).

Fiscal Note

Funding: Various Departments' Operating Budgets