

## Legislation Text

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File #: 15-7966, Version: 1

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### Ongoing Software and Server Maintenance and Support

#### Action:

- A. Approve contracts with the companies listed below to provide ongoing software and server maintenance and support for the software systems and servers associated with each of the companies, as detailed in Attachment A:**
- Open Text, Inc.,
  - Service Express, Inc. dba SEI Inc.,
  - Environmental Systems Research Institute, Inc. dba Esri,
  - The 400 LLC dba Whitlock Infrastructure Solutions,
  - The Teneo Group,
  - HIC Network Security Solutions, LLC,
  - EC America, Inc.,
  - Certent, Inc.,
- B. Approve the purchase of Check Point Software Technologies Ltd. internet security firewall and Palo Alto Networks intrusion prevention support and maintenance from a federal contract as authorized by G.S. 143-129(e)(9a),**
- C. Authorize the City Manager to approve the purchase of maintenance and support for as long as the City uses the systems and servers, and**
- D. Authorize the purchase of such additional software licenses and services as needed from time to time to optimize the City's use of the systems, and to approve other amendments and contracts consistent with the purpose for which the contracts are approved, including price adjustments.**

#### **Staff Resource(s):**

Jeff Stovall, Innovation and Technology

#### **Explanation**

- The City acquires and maintains numerous software applications and servers across departments.
  - The portfolio of responsibility includes software systems that facilitate service delivery citywide, including but not limited to various Microsoft applications, server hardware and software, database software, data storage, and information security applications.
- The City evaluates its software and hardware systems on an ongoing basis to identify competing products and potential cost savings. Many applications have remained in use at the City for a longer period of time than anticipated during the original acquisition.
- The continued use of the software and hardware described in Attachment A is required to ensure:
  - Access to continuous software updates provided with the purchase of ongoing maintenance and support, and
  - Continued functionality and security of the City's applications.
- As these contracts may individually require City Council approval for continued use, the City has determined that it would be most efficient to request approval in a single Council action rather than bringing a separate action for each product.
- Aggregate expenditures for maintenance and support for the items listed in Attachment A are

estimated to be \$1,250,000 per year.

- City Council previously approved a similar action on November 28, 2016, for a group of software maintenance and support contracts.
- The purchases referenced in Action B with The Teneo Group, HIC Network Security Solutions, LLC, and EC America, Inc. are to be made through GSA Contract GS-35F-0511T.

**Charlotte Business INClusion**

No subcontracting goals were set because there are no subcontracting opportunities (Part C: Section 2.1 (a) of the Charlotte Business INClusion Policy).

**Fiscal Note**

Funding: Various Department Operating Budgets

**Attachment(s)**

Attachment A - Maintenance Contract Workbook