



Legislation Text

File #: 21-1418, **Version:** 1

Information Technologies (IT) Department recommending the Board consider the following:

1) Authorize the continuation of the following perpetual hardware maintenance and software license/support agreements:

a) Avaya, Inc. (Agreement 1012) for telecom infrastructure maintenance in the estimated amount of \$150,000;

b) Comcast (Agreement 378), for Ethernet services in the amount of \$18,000;

c) ESRI (Agreement 1033) for Software Maintenance for GIS system in the estimated amount of \$60,000.00;

d) Granicus, Inc. (Agreement 529) for Legistar Hosted Agenda Workflow System in the estimated amount of \$36,000;

e) Granicus, Inc. (Agreement 3091) for automated email subscription services in the estimated amount of \$25,000;

f) J2 Cloud Services (Agreement 390) for eFax services in the estimated amount of \$42,000;

g) Karpel Solutions, Inc. (Agreement 4072) for hosting services for case management systems in use by the Public Defender, Alternate Public Defender, and District Attorney;

h) Megabyte Systems, Inc. (Agreement 467) for services and support of property tax software in the estimated amount of \$363,500;

i) Sacramento County OCIT (Agreement 1019) for access to the Criminal Justice Database in the estimated amount of \$86,000;

j) SADA Systems (Agreement 456) for G-Suite for Business and Value Licensing in the amount of \$250,000;

k) Time Trade Systems, Inc. (Agreement 866) for appointment scheduling in the estimated amount of \$3,500;

l) Tyler Technologies, Inc (Agreement 968) for MUNIS ERP System in the amount of \$280,000; and

m) TeamViewer (Agreement 5226) for Help Desk Remote Support Tools in the amount of \$2,400;

2) Authorize the Director of IT, or designee, to sign necessary documents to continue the agreements in accordance with the terms of each agreement; and

3) Authorize the Purchasing Agent to encumber funds for the Fiscal Year 2021-22 and Fiscal Year 2022-23 hardware and software maintenance payments required for each perpetual agreement.

FUNDING: General Fund, with partial cost recovery in future years through the A-87 Cost Plan.

DISCUSSION / BACKGROUND

The Board is being asked to authorize the continued utilization of all current perpetual hardware maintenance and software license agreements as outlined on the attached chart, dated October 2021, for on-going hardware maintenance and software support for the remainder of Fiscal Year (FY) 2021-22 and Fiscal Year 2022-23. Information Technologies advises and seeks approval from the Board annually to continue these agreements. Any future changes to the terms and conditions of these agreements, other than the authorized price increases and date extensions, will be brought to the Board for approval.

These licenses and maintenance agreements are necessary to run the mission-critical systems for El

Dorado County. IT has made efforts to negotiate ongoing discounts with our current vendors. Multiple County departments are dependent on these licenses to guarantee the ongoing support that ensures these systems run smoothly. IT manages several sole source hardware maintenance and mainframe software license agreements including the on-going maintenance and support for software product licenses that are used to support data center operations and enterprise applications. The software products include operating systems and sub-systems to support print management, diagnostic and utility software, database management and connectivity software, agenda workflow system, the County financial management system, the HR/Payroll systems, the Property Tax system, and access to the Criminal Justice database through Sacramento County. IT also manages perpetual agreements for telecom infrastructure that are included on the list for approval.

The list also includes one perpetual software license/maintenance contract with Environmental Systems Research Institute, Inc. (ESRI) for the Surveyor's ARC Geographic Information System software. This contract is shared by several County Departments including the Treasurer/Tax Collector, Assessor, Agriculture, Elections, Transportation, Environmental Management, Development Services, Human Services, Health Services, and the Board Office. Board approval authorizes the Surveyor's office to continue with this perpetual maintenance contract, purchase additional licenses as needed and encumber on behalf of or charge departments using licenses for their portion of the expense.

IT is bringing this matter before the Board per Board Policy C-17 and at the recommendation of County Counsel to make the Board aware of agreements that were previously approved by prior and/or current Boards. Since each of the perpetual hardware maintenance and software license agreements has a maintenance component covering one or more years, we are requesting authorization to continue the maintenance and license agreements and initiate payment for the associated hardware and software maintenance for FY 2021-22 and FY 2022-23 as itemized on the attached chart. These perpetual hardware maintenance and software license agreements and their associated maintenance components were initiated at different times over a number of years and therefore do not have co-terminus dates. This is another reason we advise the Board of this matter once each year.

Because of the value we receive from these products and the high quality of support we receive from the contracted vendors, IT recommends the continuation of these perpetual agreements and requests approval for the continuation of hardware and software maintenance agreements.

The County's migration from G-Suite to M365 is currently in process. At this time, we have left SADA Agreement #456 for G-Suite licensing on the list of perpetual contracts, as this will be in place through February 2022. If G-Suite services are needed past that date, we will be moving to a month-to-month plan until the platform migration is complete.

TeamViewer is a new item for the IT perpetual list in 2021. This contract was initiated in 2020 under Department 15 using CARES Act funds. This contract has been transferred to the IT Department for ongoing years.

ALTERNATIVES

The Board could deny approval of this item and require each individual item to be presented for

renewal.

PRIOR BOARD ACTION

The Board previously approved IT perpetual contracts on the following Legistar Files:

01/09/2018: 18-0027

01/29/2019: 19-0039

10/08/2019: 19-1379

10/06/2020: 20-1260

11/10/2020: Board initially approved TeamViewer on Legistar File 20-1368.

OTHER DEPARTMENT / AGENCY INVOLVEMENT

N/A

CAO RECOMMENDATION / COMMENTS

Approve as recommended.

FINANCIAL IMPACT

The estimated total cost for one year of all perpetual hardware/software license maintenance agreements is \$1,316,400 plus applicable taxes. Funding is and will be included in each fiscal year budget, including the remainder of FY 2021-22 and FY 2022-23 when applicable, to accommodate on-going license and maintenance requirements. Information Technologies is a central service function with costs allocated to other County departments through the annual A-87 Cost Plan. Therefore, a portion of the cost will be recouped from outside funding sources through the A-87 Cost Plan.

CLERK OF THE BOARD FOLLOW UP ACTIONS

N/A

STRATEGIC PLAN COMPONENT

Infrastructure

CONTACT

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