



Legislation Text

File #: 2286-2017, Version: 1

BACKGROUND:

The Department of Technology (DoT) is replacing their current Information Technology Service Management (ITSM) software with Cherwell ITSM software. The new software will enable DoT to better track, record and address service requests and issues that could possibly impact its customers. DoT can also use the ITSM system to proactively monitor other critical systems (e.g. Accela, CUBS, 311) to detect and resolve potential issues with these systems before department customers are impacted. This software will enable several 'self-service' features that will allow customers to submit their own tickets, reset their passwords and departments will have the ability to view and track their tickets as they are being worked on. This software will leverage good processes in the enterprise IT environment to better manage and measure incidents, problems, changes, service levels and risks which saves money, creates efficiencies and builds structure. It will also better define roles and responsibilities, facilitate metrics for benchmarking, add continual improvement and introduce higher levels of accountability to IT investment because IT is increasingly becoming more complex and more mission critical to the business.

To that end, this ordinance authorizes the Director of the Department of Technology to enter into a contract with Avante Solutions, Inc. for the purchase of Information Technology Service Management (ITSM) software licensing, software maintenance and support, training services, data conversion services and software implementation services, at a cost of \$409,520.00. The term period will be one year from the date of a purchase order confirmed/certified by the Columbus City Auditor's office.

This project also requires the addition of computer hardware. As such, this ordinance authorizes the Director of Finance and Management, on behalf of the Department of Technology (DoT), to associate all General Budget Reservations resulting from this ordinance with the appropriate pre-existing Universal Term Contract/ Purchase Agreement (UTC/PA) with OnX USA LLC (PA000213 - expires 06/30/2018) to purchase computer hardware (servers and blades) at a cost of \$37,888.52. The new computer equipment is needed both to replace aging hardware and for planned expansion on critical infrastructure. The total cost of this ordinance is \$447,408.52.

DoT, through utilization of a Request for Proposal process, received four responses to solicitation number RFQ005603 for purposes of procuring ITSM software licensing, software maintenance and support, training services, data conversion services and software implementation services. After review of the proposals received, the recommendation is that the award be made to Avante Solutions, Inc. for (Cherwell/ITSM) who was scored the highest of all the proposals received.

Resellers:

Score:

Avante Solutions, Inc.	91.67
Sigma Software Systems	85
Creative Enterprise Solutions, LLC(dba Beyond20)	81.34
Flycast Partners, Inc.	73.67

CONTRACT COMPLIANCE NUMBERS:

Avante Solutions, Inc.
(DAX Vendor Acct. #: 022013)

F.I.D.#:36-4314249

Expiration Date: 05/16/2019

OnX USA LLC
(DAX Vendor Acct. #: 002899)

F.I.D. #/ 27-1445264

Expiration Date: 05/02/2019

FISCAL IMPACT:

Funds are available within the Department of Technology, Information Services Division, Information Service Bond Fund. Funding for this expense will come from Project Number: 470047-100000, Project Name: Enterprise System Upgrades - for a total amount of \$447,408.52.

To authorize the Director of the Department of Technology to enter into a contract with Avante Solutions, Inc. for the purchase of Cherwell ITSM software licensing, software maintenance and support and other computer related services at a cost of \$409,520.00; to authorize the Director of Finance and Management to associate all General Budget Reservations resulting from this ordinance with a pre-existing Universal Term Contract/ Purchase Agreement (UTC/PA) with OnX USA LLC, at a cost of \$37,888.52, for the purchase of computer hardware; to authorize the total expenditure of \$447,408.52 from the Department of Technology, Information Services Division, Information Services Bond Fund. (\$447,408.52)

WHEREAS, this ordinance authorizes the Director of DoT to enter into a contract with Avante Solutions, Inc. for the purchase of Cherwell/ITSM software licensing, software maintenance and support, training services, data conversion services and software implementation services, at a cost of \$409,520.00, for a period of one year from the date a purchase order is confirmed/certified by the Columbus City Auditor's office; and

WHEREAS, this ordinance authorizes the Director of Finance and Management, on behalf of DoT, to associate all General Budget Reservations resulting from this ordinance with the appropriate existing Universal Term Contract/Purchase Agreement with OnX USA LLC, (PA000213 - expires 06/30/2018) for the purchase of computer hardware at a cost of \$37,888.52; and

WHEREAS, the total amount to be expended with passage of this ordinance is \$477,408.52; and

WHEREAS, it has become necessary in the usual daily operation of the Department of Technology to authorize the Directors of the Departments of Technology and Finance and Management to undertake the above-described activities so as not to negatively impact the operation of the services provided by the Department of Technology, thereby preserving the public health, peace, property, safety, and welfare; now, therefore:

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF COLUMBUS:

SECTION 1: That the Director of the Department of Technology (DoT) be, and is hereby, authorized to enter into a contract with Avante Solutions, Inc. for the purchase of Cherwell/ITSM software licensing, software maintenance and support, training services, data conversion services and software implementation services, for the period of one year from the date of a purchase order confirmed/certified by the Columbus City Auditor's office, in the amount of \$409,520.00.

SECTION 2: That the Director of Finance and Management, on behalf of the Department of Technology, is hereby authorized to associate all General Budget Reservations resulting from this ordinance with the appropriate pre-existing Universal Term Contract/ Purchase Agreement (UTC/PA) with OnX USA LLC (PA000213 - expires 06/30/2018) for computer hardware equipment, in the amount of \$37,888.52.

SECTION 3: That the expenditure of \$447,408.52 or so much thereof as may be necessary, is hereby authorized to be expended from: **(See attachment 2286-2017 EXP)**

Dept. / Div.: 47-02 | **Procurement Category:** Enterprise and Research and Technology Based Services | **Fund:** 5105 | **Sub fund:** N/A | **Project Name:** Enterprise System Upgrade | **Project Number:** P470047-100000 (Carryover) | **Object Class:** 06 | **Main Account:** 66530 | **Program Code:** CW001 | **Section 3:** 470201 | **Section 4:** IT02 | **Section 5:** N/A | **Amount:** \$409,520.00 | Avante Solutions, Inc.

Dept. / Div.: 47-02 | **Procurement Category:** Information Technology Broadcasting and Telecommunications | **Fund:** 5105 | **Sub fund:** N/A | **Project Name:** Enterprise System Upgrade | **Project Number:** P470047-100000 (Carryover) | **Object Class:** 06 | **Main Account:** 66530 | **Program Code:** CW001 | **Section 3:** 470201 | **Section 4:** IT05 | **Section 5:** N/A | **Amount:** \$37,888.52 | OnX USA LLC

SECTION 4: That the funds necessary to carry out the purpose of this ordinance are hereby deemed appropriated, and the City Auditor shall establish such accounting codes as necessary.

SECTION 5: That the City Auditor is authorized to make any accounting changes to revise the funding source for all contracts or contract modifications associated with this ordinance.

SECTION 6: This ordinance shall take effect and be in force from and after the earliest period allowed by law.