File #: 2842-2019, **Version:** 1

BACKGROUND:
To authorize the Director of the Department of Technology to enter into the third year of a five year contract with Avante Solutions, Inc., for Cherwell /Information Technology Service Management (ITSM) software maintenance and support, at the cost of $36,050.00. The term period for this contract will be February 1, 2020 through January 31, 2021. This ordinance will also authorize the Technology Director to modify the contract to purchase an additional 15 licenses ($64,500.00) with maintenance and support co-termed ($12,040.00) for a total of $76,540.00. The new licenses with maintenance and support will have a term period beginning from the date of a certified/confirmed Purchase Order from the City Auditor's office or receipt of the licenses through January 31, 2021.

The Cherwell software enables the Department of Technology to better track, record and address service requests and issues that could possibly impact its customers. The Department of Technology 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 enables 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. The software leverages 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 also defines roles and responsibilities, facilitates metrics for benchmarking, adds continual improvement and introduces higher levels of accountability to IT investment because IT is increasingly becoming more complex and more mission critical to the business.

The original contract was authorized by ordinance 2286-2017, passed by City Council on October 16, 2017, establishing PO091200. This modification is being requested so that additional software licenses can be purchased to accommodate the increase in city departments/divisions users needing access to the ITSM software.

1. **Amount of additional funds to be expended: $ 76,540.00**

Original contract amount (Ord. No. 2286-2017)	$ 409,520.00
License Renewal (Ord. No. 2936-2018)	$ 35,000.00
Modifications #1 (Ord. No. 0130-2019)	$ .00
Modification #2 (Ord. No. 2842-2019)	$ 76,540.00
License Renewal-3rd Year (Ord. No. 2842-2019)	$ 36,050.00
Total aggregate amount of contracts and modification(s):	$ 557,110.00

2. Reason additional goods/services could not be foreseen:
The need for this modification is to purchase additional user licenses and support. It was not known at the time of the original contract that additional users would need to have access to Cherwell ITSM system.

3. Reason other procurement processes are not used:
Avante Solutions, Inc. was awarded the contract through RFQ05603 with an option to renew under ordinance 2286-2017. It is in the best interest of the City to continue these services with Avante Solutions, Inc. since the vendor has been providing implementation services over the two years and is the most knowledgeable of work on the project.

4. How cost of modification was determined:
   There will be a cost of $81,700.00 increase for this change order request to purchase fifteen additional Cherwell Service Management Licenses and the annual maintenance and support prorated for those licenses. The term period of the new licenses with maintenance and support will begin from the date of a certified/confirmed Purchase Order from the City Auditor's office or receipt of the licenses through January 31, 2021. All other terms and conditions will remain the same.

FISCAL IMPACT:

In 2017 and 2018 the Department of Technology legislated $409,520.00 and $35,000.00, for the purchase of Avante Solutions, Inc., Cherwell/ITSM software licensing, software maintenance and support, training services, data conversion services, software implementation services. The 2019 ordinance will authorize $112,590.00 for ITSM software maintenance and support services for $36,050.00, and the purchase of additional licenses and support for $76,540.00. Funds were identified and are available within the Department of Technology, Information Services Division, Information Service Operating Fund budget to cover the cost. The contract aggregate total including this ordinance is $557,110.00.

CONTRACT COMPLIANCE NUMBERS:

Avante Solutions, Inc. F.I.D.#/:36-4314249 Expiration Date: 03/20/2021
(DAX Vendor Acct. #: 022013)

To authorize the Director of the Department of Technology to modify a contract with Avante Solutions, Inc. for the purchase of additional software licenses and support and to enter into the third year of a five year support contract for Cherwell/ ITSM software maintenance and support services; and to authorize the expenditure of $112,590.00 from the Department of Technology, Information Services Division, Information Services Operating Fund. ($112,590.00)

WHEREAS, this ordinance authorizes the Director of the Department of Technology to enter into the third year of a five year contract with Avante Solutions, Inc., for Cherwell / (ITSM) software maintenance and support, at the cost of $36,050.00 with a term period from February 1, 2020 through January 31, 2021; and

WHEREAS, this ordinance also authorizes the Director of the Department of Technology to modify the contract to purchase an additional 15 licenses ($64,500.00) with maintenance and support co-termed ($12,040.00) for a total of $76,540.00 with a term period for the new licenses with maintenance and support beginning from the date of a certified/confirmed Purchase Order from the City Auditor's office or receipt of the licenses through January 31, 2021; and

WHEREAS, the original contract was authorized by ordinance 2286-2017, passed by City Council on October 16, 2017, establishing PO091200; and

WHEREAS, it is necessary to authorize the Director of the Department of Technology to enter into the third year of the contract with Avante Solutions, Inc., for Cherwell/ ITSM software maintenance and support services and to modify the contract for the purchase of additional licenses with maintenance and support co-termed in order to facilitate and maintain uninterrupted services from the supplier, for the preservation of 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 be, and is hereby, authorized to enter into the third year of a five year contract with Avante Solutions, Inc. for Cherwell/ITSM software maintenance and support services in the amount of $36,050.00 with a term period of February 1, 2020 through January 31, 2021. That the Technology Director is

hereby authorized to modify the contract to purchase additional licenses with maintenance and support co-termed in the amount of $76,540.00 with a term period from the date of a certified/confirmed Purchase Order from the City Auditor's office or receipt of the licenses through January 31, 2021. The total amount of this ordinance is $112,590.00.

SECTION 2: That the expenditure of $112,590.00 or so much thereof as may be necessary is hereby authorized to be expended from **(Please see attached 2842-2019 EXP):**

Dept.: 47 | **Div.:** 47-02 | **Obj. Class:** 03 | **Main Account:** 63945 | **Fund:** 5100 | **Sub-fund:** 510001 | **Program:** IT005 | **Section 3:** N/A | **Section 4:** N/A| **Section 5:** N/A | **Amount:** $64,500.00 | {new software licenses}

Dept.: 47 | **Div.:** 47-02 | **Obj. Class:** 03 | **Main Account:** 63946 | **Fund:** 5100 | **Sub-fund:** 510001 | **Program:** IT005 | **Section 3:** N/A | **Section 4:** N/A| **Section 5:** N/A | **Amount:** $12,040.00 | {new licenses maintenance & support co-termed}

Dept.: 47 | **Div.:** 47-02 | **Obj. Class:** 03 | **Main Account:** 63946 | **Fund:** 5100 | **Sub-fund:** 510001 | **Program:** IT005 | **Section 3:** N/A | **Section 4:** N/A| **Section 5:** N/A | **Amount:** $36,050.00 | {annual licenses maintenance & support}

SECTION 3: 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 4: 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 5: That this ordinance shall take effect and be in force from and after the earliest period allowed by law.

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