



Award Recommendation

Item:	STANDARD SOFTWARE MAINTENANCE AGREEMENT
Contractor:	New World Systems Corporation
Contract Amount:	\$544,600

Project Description:

The software maintenance agreement provides for on-going support services for the LOGOS.net software application.

Services Include

The following services or features are available under this SSMA:

- (a) Upgrades, including new releases, to the Licensed Standard Software (prior releases of Licensed Standard Software application packages are supported no longer than nine (9) months after a new release is announced by **New World**).
- (b) Temporary fixes to Licensed Standard Software (see paragraph 6 below).
- (c) Revisions to Licensed Documentation.
- (d) Reasonable telephone support for Licensed Standard Software on Monday through Friday from 8:00 a.m. to 8:00 p.m. (Eastern Time Zone).
- (e) Invitation to and participation in user group meetings.

Items a, b, and c above will be provided to **Customer** by electronic means.

Bidding Process:

- Software acquisition cost of \$711,000 was dedicated for the city to acquire the new financial and human resources software.
- A competitive RFP process was followed when the software selection was made.
- The city implemented the software with an effective date of 1/1/2009
- Bids were not solicited for the software maintenance agreement through a formal process because New World Systems is the only vendor providing this software support.
- The software is foundational to our business processes, we are proficient in its operation and support, it is providing the city good value, and the service disruption caused by a change at this point in the system lifecycle far outweighs any potential benefit from a change in vendor.
- The annual maintenance fee have been budgeted each year since inception within the IT budget
- Maintenance costs of \$490,217 have been paid since October 1, 2009
- The procurement policy requires council approval for all contracts over \$250,000

Schedule:

Period Covered	Annual Amount	Billing Date
10/1/2015 to 9/30/2016	\$101,950	9/15/2015
10/1/2016 to 9/30/2017	\$105,010	9/15/2016
10/1/2017 to 9/30/2018	\$108,160	9/15/2017
10/1/2018 to 9/30/2019	\$112,490	9/15/2018
10/1/2019 to 9/30/2020	\$116,990	9/15/2019



Financial Impact:

Total Contract is \$544,600, the first annual installment is due in September 2015 and each September thereafter per the schedule.

Staff Recommendation:

Staff recommends approving the contract to New World Systems in the amount of \$544,600 for this maintenance agreement. Each year the IT department will budget the annual payment per the contract.