


COUNCIL COMMUNICATION

	Number:	23-567	Meeting:	December 18, 2023
	Agenda Item:	47	Roll Call:	23-1783
	Submitted by:	Anna W. Whipple, CIO, Information Technology Director		

AGENDA HEADING:

Resolution approving an exception to the procurement ordinance process for good cause and approving an amendment to the agreement with EasyVista, Inc. (3 Columbus Circle, Suite 1532, New York, NY 10019, Patrice Barbedette, CEO) for Information Technology Service Management (ITSM) Software in an amount not to exceed \$249,366.75.

SYNOPSIS:

On April 10, 2018, a Request for Proposals (RFP) V18-058, for ITSM was issued by the City and four (4) proposals were received. On September 10, 2018, by Roll Call No. 18-1524, City Council accepted the proposal by EasyVista, Inc. and authorized the City Manager to negotiate and execute the contract for the software, application hosting, and implementation services for an original term of five (5) years. The Information Technology Department wishes to extend the software agreement and amend the existing contract for another three (3) years of service plus three additional optional one (1)-year renewals. This action authorizes the Information Technology Department and Finance Purchasing Division to negotiate and the City Manager to execute an amendment to the contract with EasyVista for such extension and optional renewals.

FISCAL IMPACT:

<u>Amount:</u>	<u>Total for Years 6 – 11:</u>	\$249,366.75
	Year 6	\$ 35,720.00
	Year 7	\$ 38,399.00
	Year 8	\$ 41,279.00
	Year 9 (option)	\$ 43,343.00
	Year 10 (option)	\$ 44,643.25
	Year 11 (option)	\$ 45,982.50

Funding Source: Operating Budget, GE001, IT153000 User Services, Fiscal Year (FY) 2024,
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ADDITIONAL INFORMATION:

- The City’s current ITSM system is EasyVista. The software was selected in 2018 via the RFP process and is used by the Information Technology Department to centrally manage the City’s

computer assets, end user accounts, issues, and requests for service. The Help Desk uses the system track technology incidents and service requests reported by all City departments and computer users.

PREVIOUS COUNCIL ACTION(S):

Date: September 10, 2018

Roll Call Number: [18-1524](#)

Action: [Proposal](#) of EasyVista (Sylvian Gauthier, CEO) for ITSM software, application hosting, and implementation services and authorizing the City Manager to negotiate and execute the contract. ([Council Communication No. 18-443](#)) Moved by Gatto to adopt. Motion Carried 7-0.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

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