

City Council – Action Request Form

Date: January 11, 2021

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Ben Rowe, Assistant City Manager
Thomas Kureczka, Chief Information Officer

Council Action Requested:
Resolution Approving the Renewal of a Contract with OpenText, Inc. for Software Licenses, Maintenance, and Support Services

Strategic Focus Area: Service Excellence
Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness
Strategic Plan Action Item: No
Key Work Item: No



Summary of Information:

In 2004, the City purchased and implemented the Metastorm Business Process Management System. Since that time staff has written several business applications to facilitate the initiation, review, and approval workflow process of internal business operations. The workflow applications currently in use include:

- Request for Purchase Requisition
- Request for Check
- Purchase Card Reconciliation
- Request for Travel
- Request to Open a Vacant Position
- Request to Fill a Vacant Position
- Human Resources Turnaround Transaction
- Request for Leave

Committee Action:

| | | | |
|------------------|-------------------|----------------|----------|
| Committee | Finance 1/11/2021 | Action | Approval |
| For | Unanimous | Against | |
| Remarks: | | | |

In 2011 Metastorm was acquired by OpenText, Inc. OpenText, Inc. has provided a proposal for the annual renewal of the City’s licenses, maintenance, and support contract, with a total cost of \$47,182.39. The contract will provide license renewals, software updates, security patches, and technical support for problem resolution. The proposed contract will cover the time period of February 1, 2021 through January 31, 2022. This annual renewal is not available from resellers and must be completed exclusively through OpenText, Inc. Per the City’s purchasing policy, any sole-sourced request over \$30,000 requires approval by City Council.

The costs for the licenses, software updates, security patches, and support agreement for the last five years are shown in the following table:

| Contract Year | Time Period | Cost ** | Percentage of Change |
|----------------------|--------------------------|---------------------|-----------------------------|
| 1 | 2/1/16 to 1/31/17 | \$35,197.51 | ----- |
| 2 | 2/1/17 to 1/31/18 | \$38,817.08 | 10.28% |
| 3 | 2/1/18 to 1/31/19 | \$40,757.93 | 5% |
| 4 | 2/1/19 to 1/31/20 | \$42,795.82 | 5% |
| 5 | 2/1/20 to 1/31/21 | \$44,935.61 | 5% |
| Total | 2/1/16 to 1/31/21 | \$202,503.95 | 25.28% |

**Funds for all of the annual renewals were approved by City Council during the annual operations budgeting process.

Approval is requested to renew the annual license, maintenance, and support services agreement with OpenText, Inc. Funding is allocated in the FY 20-21 Information Systems budget.

Exhibit A includes workforce demographics for OpenText, Inc.