

City Council – Action Request Form

Date: September 9, 2019

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

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

Council Action Requested:
Resolution Approving a Contract with SumTotal Systems LLC for Software 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:

Software from SumTotal Systems LLC, formally known as Cyborg, is used by the City as the system of record to manage and support payroll activities and Human Resources’ business needs. The Cyborg system was deployed in 1996 and has gone through many upgrades in order to satisfy modifications in laws, federal and state regulations, stay compatible with evolving computer platforms, and meet the changing needs of the City. New software, upgrades, and security patches are provided by the vendor, along with standard support services as needed, through an existing three-year services contract. This contract will expire on October 30, 2019.

The Information Systems Department requested a proposal from SumTotal Systems for the renewal of these services for a one-year period, with the option to renew annually for two additional years. The total cost of these services over three years is \$427,740.64. The following table shows the cost of the services for three years. With the new proposal, SumTotal Systems LLC continues to limit annual price increases to 2%.

Committee Action:

Committee	Finance 9/9/2019	Action	Approval
For	Unanimous	Against	
Remarks:			

Year	Software License	Support Services	Annual Total	% Increase
Year 1	\$114,766.25	\$25,000	\$139,766.25	2%
Year 2	\$117,561.58	\$25,000	\$142,561.58	2%
Year 3	\$120,412.81	\$25,000	\$145,412.81	2%
Three Year Total	\$352,740.64	\$75,000	\$427,740.64	6%

SumTotal Systems LLC bundles hours of services provided by their professional staff with each customer's maintenance contract. These services are intended to assist the customer with major application upgrades, end-of-year tax and regulation updates, and, in the City's case, custom integration with the City's time keeping system and updates to in-house written interfaces with other business systems. The City is invoiced for the software licenses and support services on a quarterly basis.

The total cost of the first year of the contract, including the maintenance support and consulting services, is \$139,766.25. Funding is available in the approved Fiscal Year 19-20 Information Systems operating budget. Staff recommends that the City enter into an agreement with SumTotal Systems LLC for the purchase of the licenses and maintenance and support services.

Exhibit A includes workforce demographics for SumTotal Systems LLC.