

City Council – Action Request Form

Date: December 14, 2020

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 Citrix Systems, 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:

Staff embarked on a project in 2012 with the goal to build a software platform that would support remote access by City employees into the City's internal network, business applications, and databases. The platform needed to allow for access from a variety of devices, including desktops, laptops, kiosk workstations, iPads, iPhones, and other Smart devices. The platform would support access by staff while working out in the community, from their homes, and when traveling out of town.

A critical focus of the platform was the security capabilities. Cybersecurity practices and measures were of extreme importance and over time have continued to be more so. The solution also had to provide a backend framework within the City's data centers that had the capability to expand and support growth in the number of end-users working remotely. This capability to expand was unfortunately tested this year due to the COVID pandemic and proved to stand up to the test.

Committee Action:

Committee	<u>Finance 12/14/2020</u>	Action	<u>Approval</u>
For	<u>Unanimous</u>	Against	<u></u>

Remarks:

In 2012 Citrix Systems, Inc. was easily the leader in the market of software solutions that supported the type of remote access capabilities that matched the City’s needs. While today there are a few additional vendor solutions available for these needs, Citrix still remains the market leader.

The City made the initial purchase of the Citrix solution in 2012, following a Request for Bids from resellers of the Citrix products. The purchase included the software that is deployed on servers in the data centers to ‘receive’ the initial remote access request from users and securely pass the request off to the appropriate business application and database. The backend server continues to securely manage the communication of each remote user during the duration of the connection. The City is currently licensed to support 750 remote users.

In October 2020 staff worked with Purchasing to release a Request for Bids for the annual renewal of the Citrix licenses and support contract. Staff subsequently discovered that Citrix changed their model in working relationships with resellers in September. Resellers can continue to sell to customers the initial purchase of the software’s licenses, but the on-going annual renewal of licenses and support contracts is now completed exclusively through Citrix. Per the City’s purchasing policy, any sole-sourced request over \$30,000 requires approval by the Mayor and City Council.

Citrix Systems, Inc. has provided a quote for the annual renewal of the City’s licenses, maintenance, and support contract with a total cost of \$49,330. The contract will provide license renewals, product upgrades, security patches, technical support for problem resolution, and consulting assistance regarding product features. The proposed licenses and support are for the annual period of November 21, 2020 through November 20, 2021.

The costs for the licenses and maintenance agreements for the last five years are shown in the following table:

Contract Year	Time Period	Vendor	Cost **	Percentage of Change
1	11/21/15 to 11/20/16	SHI Corp.	\$35,150.00	-----
2	11/21/16 to 11/20/17	Citrix Systems	\$39,550.00	12.5%
3	11/21/17 to 11/20/18	Citrix Systems	\$43,808.90	10.7%
4	11/21/18 to 11/20/19	Xentegra	\$52,705.50	20.3%
5	11/21/19 to 11/20/20	Xentegra	\$50,494.60	-4.2%

Total	11/21/15 to 11/20/20		\$221,709.00	39.3%
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** Note that the cost increases included the City adding additional software components to our platform to expand our capabilities. 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 software licenses, maintenance, and support services agreement with Citrix Systems, Inc. Funding is allocated in the FY20-21 Information Systems budget. It is further requested that the authorization be provided to renew for three additional one-year terms.

Exhibit A includes workforce demographics for Citrix Systems, Inc.