

Resolution #20-0566
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RESOLUTION APPROVING THE RENEWAL OF A CONTRACT WITH CITRIX SYSTEMS, INC. FOR SOFTWARE LICENSES, MAINTENANCE, AND SUPPORT SERVICES

WHEREAS, City employees require the use of a software platform that supports remote access by City employees into the City's internal network, business applications, and databases; and

WHEREAS, the software platform must allow access by staff while working out in the community, from their homes, and when traveling out of town from a variety of devices; and

WHEREAS, adherence to cybersecurity best practices and inclusion of robust security capabilities are of critical importance to maintain the integrity of City data and operations; and

WHEREAS, Citrix Systems, Inc. is the market leader in areas of cybersecurity and device management; and

WHEREAS, in 2012 City Information Systems staff worked through existing policies required to purchase licensing, install, and integrate Citrix Systems, Inc. remote software to support remote users. This process included a sizable investment in infrastructure equipment; and

WHEREAS, user licenses are granted on an annual renewal basis and would be in effect from November 21, 2020 through November 20, 2021; and

WHEREAS, Citrix Systems, Inc. has adjusted their license and support model to eliminate reseller and partner ability to provide renewal quotes. License renewals are now granted exclusively through Citrix Systems, Inc. as a sole-source provider; and

WHEREAS, user licenses must be purchased to allow for continued operational access for remote City users; and

WHEREAS, 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, requiring approval by City Council.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and City Council of the City of Winston-Salem authorize the City Manager to enter into a contract with Citrix Systems, Inc. for license renewals, product upgrades, security patches, technical support for problem resolution, and consulting assistance regarding product features in an amount of \$49,330.

BE IT FURTHER RESOLVED that the Mayor and City Council of the City of Winston-Salem authorize the City Manager to enter into a contract with Citrix Systems, Inc. for license renewals, product upgrades, security patches, technical support for problem resolution, and consulting assistance regarding product features for three additional one-year terms subject to approved funding through the annual budget process.

BE IT FURTHER RESOLVED that the City Manager is hereby authorized to execute the contract on behalf of the City.