

City Council – Action Request Form

Date: April 11, 2023

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

From: Johnnie Taylor, Assistant City Manager
Thomas Kureczka, Chief Information Officer

Council Action Requested:

Resolution Approving the Renewal of a Contract with AgilePoint, Inc. for Software Subscriptions, 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:

The City uses four different workflow approval platforms for Business Process Management Systems: AgilePoint, eWorks, Laserfiche Forms, and for legal document signatures DocuSign. The following workflows are implemented in AgilePoint: Request for Check, Request for Leave, and the African American Heritage Initiative. Within the eWorks platform are the following: P-Card Reconciliation, Request to Open & Fill a Position, HR Employee Turnaround, Request for Purchase, and Request to Travel. Use of Laserfiche Forms includes Contract Management, Landlord/Tenant Cases, Engineering Field Office daily reports, and WSPD Citizen Commendations and Complaints.

Staff is working on the migration of the applications on the eWorks platform to the AgilePoint platform. This will allow staff to remove eWorks from our environment and eliminate the associated software licensing costs. Current work plans are to complete the migration off of eWorks by the end of this calendar year.

Committee Action:

Committee	<u>FIN 4-11</u>	Action	<u>Approval</u>
For	<u>Unanimous</u>	Against	<u></u>

Remarks:

In 2019, with approval from Council, the City purchased and implemented the AgilePoint Business Process Management System (BPMS). AgilePoint, Inc. has provided a proposal for the annual renewal of the City’s subscriptions, maintenance, and support services contract, with a total cost of \$99,813.00. The contract will provide subscription renewals, software updates, security patches, and technical support for problem resolution. The proposed contract will cover the time-period of April 25, 2023, through April 24, 2024. This annual renewal is not available from resellers and must be completed exclusively through AgilePoint, Inc. Per the City’s purchasing policy, any sole-sourced request over \$30,000 requires approval by City Council.

It should be noted that the price of the new proposed annual contract is for 150 subscriptions. From 2019 through 2022 the City had 50 subscriptions. This subscription count was increased to 150 in 2022 due to increased use of the platform by City staff. This increase in subscriptions is the reason for the large increase of the annual contract from 2022 to 2023.

The costs for the previous years (Year 1-Year 4) for 50 user subscriptions, software updates, security patches, and support services are shown in the following table:

Contract Year	Time-Period	Cost (50 subscriptions)	Change %
1	4/25/19 to 4/24/20	\$34,013.00	----
2	4/25/20 to 4/24/21	\$34,013.00	0%
3	4/25/21 to 4/24/22	\$34,013.00	0%
4	4/25/22 to 4/24/23	\$34,013.00	0%
Four Year Total		\$136,052.00	0%

The costs for the proposed next three years (Year 5-Year 7) of subscriptions, software updates, security patches, and support agreement are shown in the following table:

Contract Year	Time-Period	Estimated Cost (150 subscriptions)	Change %
5	4/25/23 to 4/24/24	\$99,813.00	193%
6	4/25/24 to 4/24/25	\$99,813.00 Plus annual increase	Lowest of 3% or Consumer Price Index
7	4/25/25 to 4/24/26	\$99,813.00 Plus annual increases	Lowest of 3% or Consumer Price Index
Proposed Three Year Total		\$299,439.00 Plus annual increases	TBD

Approval is requested to renew the annual subscriptions, maintenance, and support services contract with AgilePoint. Funding is available in the approved FY22-23 Information Systems operating budget. It is further requested that authorization be granted for the option to renew for an additional two consecutive one-year terms at an amount not to exceed an increase of 3% or the Consumer Price Index, whichever is lower.

Exhibit A includes workforce demographics for AgilePoint, Inc.