



Legislation Details (With Text)

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|------------------------|--|----------------------|-------------------|--------------|--|
| File #: | 49299 | Version: | 1 | Name: | Authorizing the City to purchase IT Service Management (HEAT Classic-Service Desk) and Ivanti Management Suite-LANDesk software applications and ongoing support/maintenance from Ivanti, Inc. on a sole source basis. |
| Type: | Resolution | Status: | Passed | | |
| File created: | 11/20/2017 | In control: | FINANCE COMMITTEE | | |
| On agenda: | 12/5/2017 | Final action: | 12/5/2017 | | |
| Enactment date: | 12/11/2017 | Enactment #: | RES-17-00943 | | |
| Title: | Authorizing the City to purchase IT Service Management (HEAT Classic-Service Desk) and Ivanti Management Suite-LANDesk software applications and ongoing support/maintenance from Ivanti, Inc. on a sole source basis. | | | | |
| Sponsors: | Samba Baldeh | | | | |
| Indexes: | | | | | |
| Code sections: | | | | | |
| Attachments: | | | | | |

| Date | Ver. | Action By | Action | Result |
|------------|------|-------------------|---|--------|
| 12/5/2017 | 1 | COMMON COUNCIL | Adopt | Pass |
| 11/27/2017 | 1 | FINANCE COMMITTEE | RECOMMEND TO COUNCIL TO ADOPT - REPORT OF OFFICER | Pass |
| 11/21/2017 | 1 | COMMON COUNCIL | Refer | Pass |
| 11/20/2017 | 1 | Council Office | Referred for Introduction | |

Fiscal Note

The proposed resolution authorizes execution of a sole-source contract with Ivanti, Inc. to purchase software applications with support/maintenance on a recurring annual basis for the useful life of the software at a negotiated amount. The initial purchase/upgrade cost for the two software applications are listed below. The 2017 Adopted Capital Budget includes \$2.2 million for hardware/software upgrades in 2017 with sufficient funding for the proposed software purchase. Funding for future year support/maintenance contracts will be negotiated each year and requested in the appropriate operating budget.

| Solution | Total |
|----------------------------------|---------------------|
| DSM Upgrade LanDesk | \$105,743.68 |
| Heat Classic Upgrade ServiceDesk | \$ 64,442.06 |
| Total | \$170,185.74 |

Title

Authorizing the City to purchase IT Service Management (HEAT Classic-Service Desk) and Ivanti Management Suite-LANDesk software applications and ongoing support/maintenance from Ivanti, Inc. on a sole source basis.

Body

Background

City of Madison Information Technology currently utilizes HEAT Software to track and manage IT HelpDesk

work assignments, and DSM Desktop Management to remote control workstations, deploy security patches, and package and deploy software remotely to all City workstations. Both products, HEAT and DSM Desktop Management, are now owned by Ivanti, Inc.

HEAT and DSM Desktop Management are old/legacy systems that have limited functionality and support from Ivanti, Inc. A Request for Bid (RFB) was issued 8/23/2017 for ITSM, HEAT Classic Service Desk and 8/4/2017 for DSM to determine if better software/systems were available. The RFB was unsuccessful in that the products offered were either beyond the scope of functionality needed and above the level of funding available for the purchase and ongoing support/maintenance; or the bid was from a reseller with conflicting contract terms and conditions.

In consultation with Ivanti, Inc. representatives, IT Staff analyzed Ivanti's upgraded versions of HEAT and DSM Desktop Management. The upgraded versions, IT Service Manager (ITSM) and Ivanti Management Suite-LANDesk, would provide added functionality and efficiency for IT staff and customers. Additional benefits of IT Service Manager include:

- allow customers/end users to login to submit their own tickets and check ticket status
- allow access via a browser or from a mobile app
- displays a knowledgebase for customers while they're entering a ticket so they could, potentially, find the answer they need without submitting a ticket/need to contact IT

Additional benefits of Ivanti Management Suite-LANDesk include:

- deploy security patches and other software updates to City computers even if they are not connected to the internal City network (only internet connection needed)
- ability to remote control computers even if they are not connected to the internal City network (only internet connection needed)

WHEREAS, current IT HelpDesk work assignment (HEAT) and desktop management (DSM) systems are legacy applications with limited functionality and support; and

WHEREAS, a RFB to replace the applications was unsuccessful; and

WHEREAS, Ivanti, the vendor for HEAT and DSM, offers upgraded versions of the applications, IT Service Manager and Ivanti Management Suite-LANDesk; and

WHEREAS, under MGO 4.26(4)(b), if a service contract exceeds \$25,000 and the contract was not subject to a competitive selection process, the contract shall meet one of the requirements of sec. 4.26(4)(a) and be approved by the Common Council, and signed by the Mayor and Clerk; and

WHEREAS, this contract meets section 4.26(4)(a)2. which provides that a sole source contract may be approved if the services are available from only one person or vendor, and Ivanti, Inc. is the only vendor that provides IT Service Manager and Ivanti Management Suite-LANDesk, and their respective support/maintenance; and

WHEREAS, MGO 4.26(4)(a)9. grants the Council authority to approve a service contract over \$25,000 if the contractor was not selected through a full competitive selection process, a competitive process was not successful and the Information Technology department desires to use Ivanti's upgraded products for the reasons explained above.

NOW, THEREFORE, BE IT RESOLVED, that the Mayor and City Clerk are authorized to sign contract document(s) as needed with Ivanti, Inc. for the purchase of IT Service Manager and Ivanti Management Suite-LANDesk (per the pricing details in the Fiscal Note); and

BE IT FURTHER RESOLVED, that the City's Purchasing Agent is authorized to execute maintenance contracts with Ivanti, Inc., on a recurring annual basis for the useful life of the software at a negotiated amount, pending availability of budgeted funds.