



Legislation Text

File #: 62662, **Version:** 1

The cost of the proposed system upgrade to a software-as-a-service solution is \$65,000 for the first year and 5% escalations per year thereafter for a total of 5 years. Funding for the proposed contract is included in Information Technology's 2021 Executive Operating Budget. No additional City appropriation is required. Authorizing a noncompetitive contract with Parthenon Globalsystems LLC to implement an upgrade from the current on-premise solution to a Software-as-a-Service Solution for the Community Development Division's Provider Gateway Contract Management System, and for annual subscription services for the useful life of the system.

BACKGROUND

The Provider Gateway software was purchased in 2009 as part of the MUNIS system and enables the tracking of community service providers who apply for funding, and who are contracted to provide services through the Community Development Division ("CDD"). It allows the providers to invoice CDD, tracks CDD funding budgets, and generates reports. It is the main repository for annual contract information on more than 140 providers, 550 contracts and nearly 3,500 invoices. It also downloads data to be imported into the City's MUNIS system for paying contract expenses.

Parthenon Globalsystems LLC has held a contract for support and maintenance of the Provider Gateway system since May 3, 2010, first with Mid-America America Consulting Group, which underwent a name change to Parthenon Globalsystems LLC, for the ProviderGateway-CSM, Version 4.0. The original agreements included both the base license for Provider Gateway software and modifications, and all interface(s) between the software and the Tyler MUNIS system and ongoing monitoring, updates and support. CDD staff and contracted providers rely on this system for communication and information.

ACTION

WHEREAS, Parthenon Globalsystems LLC is proposing an upgrade to the current system, which will be powered by their ContractURL™ cloud-based platform, and will be released in November 2020, in time for the renewal of their current contract; and,

WHEREAS, the new system will have improved appearance and function, and is expected to result in higher user satisfaction, greater utility and savings to the City; and,

WHEREAS, the cloud installation will free up the Madison servers and associated maintenance costs, including server costs, software license costs and IT support personnel; installation and maintenance risk will be fully absorbed in the Parthenon/Provider Gateway fee; and City guidelines will continue to be adhered to; and,

WHEREAS, the cost of the system upgrade to Software-as-a-Service Solution ("SaaS"), installation, data migration, onboarding, training of staff and current providers, as well as training material for future new users, maintenance, updates and support is \$65,000 for the first year and 5% escalations per year thereafter for a total of 5 years; and,

WHEREAS, under MGO 4.26(4)(b), contracts for purchase of software and technology services that exceed \$50,000 per year and were not competitively selected require Common Council approval; and service contracts of more than 5 years also require Council approval; and,

WHEREAS, for the reasons stated in the attached Noncompetitive Selection Request Form, the proposed contract with Parthenon Globalsystems LLC meets the exception to the competitive selection process in MGO 4.26(4)(a)7., which states, "A particular consultant has provided services to the City on a similar or continuing project in the recent past, and it would be economical to the City on the basis of time and money to retain the same consultant" and the exception in MGO 4.26(4)(a)2., that the services required are available from only one person or firm, because no other company can support the Provider Gateway system;

NOW, THEREFORE, BE IT RESOLVED, that the Mayor and City Clerk are authorized to execute a contract with Parthenon Globalsystems LLC for the above described services, at the price above, for a period of 5 years, and may also sign renewal or extensions for the annual services for the useful life of the system.