



AGENDA MEMORANDUM

Action Item for the City Council Meeting April 14, 2020

DATE: April 14, 2020

TO: Peter Zaroni, City Manager

FROM: Peter Collins, Director of Information Technology
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Ivanti Service Manager

CAPTION:

Motion authorizing a three-year license and maintenance agreement with Flycast Partners, Inc. for the amount of \$218,188.54 for the purchase renewal of Ivanti cloud-based Service Desk subscription licenses and support maintenance to be used by Information Technology Department for Help Desk services, asset management and reporting, effective upon issuance of a notice to proceed, with FY 2020 funding in the amount of \$120,137.32 available through the Info Tech Fund.

SUMMARY:

The motion authorizes a service agreement with Flycast Partners, Inc. for the purchase of Ivanti cloud-based Service Desk subscription licenses and support maintenance for the IT Department through The Texas Department of Information Resources (DIR) Cooperative.

BACKGROUND AND FINDINGS:

This renewal continues the licenses and maintenances for the Ivanti cloud-based Service Desk subscription. Ivanti (formerly LanDesk) software has been utilized by the IT Department since 2008. This solution provides a method for City employees to request IT support and provides ticket tracking, historical reporting, and IT asset management. This purchase includes services to assist IT with upgrading to the new Ivanti Service Manager, provides knowledge transfer, and training to IT support staff.

The Information Technology Department reached out to the Contracts and Procurement Department to issue a solicitation for a long-term contract through The Texas Department of Information Resources (DIR) Cooperative. Contracts awarded through DIR Cooperative have been competitively procured, in compliance with Texas local and state procurement requirements.

ALTERNATIVES:

An alternative to not renewing the licenses would be detrimental to the City of Corpus Christi. The City relies on employees to report any issues they have experienced.

FISCAL IMPACT:

The fiscal impact for the IT Department in FY 2020 is an amount not to exceed \$120,137.32 for the three-year agreement, with the remaining cost of \$98,051.22 to be budgeted in future years through the annual budget process.

FUNDING DETAIL

Fund:	5210 Info Tech
Organization/Activity:	40480 Service Desk
Mission Element:	243 Provide End User Support
Project # (CIP Only):	n/a
Account:	520105 Computer Software
\$49,025.61	

Fund:	5210 InfoTech
Organization/Activity:	40480 Service Desk
Mission Element:	243 Provide End User Support
Project # (CIP only):	n/a
Account:	530000 Professional Services
\$67,349.11	

Fund:	5210 InfoTech
Organization/Activity:	40400 Training Supervisory
Mission Element:	243 Provide End User Support
Project # (CIP only):	n/a
Account:	530360 Training Supervisory
\$3,762.60	

RECOMMENDATION:

Staff recommends approval of this motion authorizing a three-year agreement with Flycast Partners, Inc. for the purchase and support of licenses for the IT Department.

LIST OF SUPPORTING DOCUMENTS:

Price Sheet

Service Agreement