



## **AGENDA MEMORANDUM**

Future Item for the City Council Meeting of May 16, 2017

Action Item for the City Council Meeting of May 23, 2017

**DATE:** May 2, 2017

**TO:** Margie C. Rose, City Manager

**FROM:** Belinda Mercado, Director of Information Technology  
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361-826-3740

Approval of 1 Year Maintenance, Licenses and Cloud Services for LANDesk Software with SHI, Inc.

### **CAPTION:**

Motion authorizing the City Manager, or designee, to execute a software licensing agreement with Ivanti, Inc. (owner of LANDesk software) and purchase 12 months of software services and related licenses from SHI, Inc., of Austin, Texas, in accordance with the cooperative purchasing agreement of the Texas Department of Information Resources (DIR-SDD-2500), for an estimated expenditure of \$77,090.

### **PURPOSE:**

Approval of this item continues the transition of LANDesk software to a cloud-based subscription. This solution provides a method for city employees to request IT support and provides ticket tracking, historical reporting, and IT asset management. Licensing also provides the city's IT Department with the ability to manage endpoint devices including security patches, remote assistance and remote software installation.

### **BACKGROUND AND FINDINGS:**

On March 26, 2013, City Council authorized the purchase of LANDesk software that included a 3-year agreement for a total amount of \$252,911.94. LANDesk software has been in place since 2008. This renewal allows IT to continue the effort to provide self-service reporting of assets and IT requests for city departments

In 2017, LANDesk was purchased by Ivanti, Inc. and there is no expected change in product or service.

**ALTERNATIVES:**

Search for new software at a potential higher cost.

**OTHER CONSIDERATIONS:**

The transition to a cloud-based subscription allows IT to continue the reduction of our datacenter footprint.

**CONFORMITY TO CITY POLICY:**

This purchase conforms to City purchasing policies and procedures and state statutes regulating procurement.

**EMERGENCY / NON-EMERGENCY:**

Non-Emergency

**DEPARTMENTAL CLEARANCES:**

Finance Department and Office of Management and Budget

**FINANCIAL IMPACT:**

X Operating      ☐ Revenue      ☐ Capital      ☐ Not applicable

<b>Fiscal Year: 2012-2013</b>	<b>Project to Date Expenditures (CIP only)</b>	<b>Current Year</b>	<b>Future Years</b>	<b>TOTALS</b>
Line Item Budget		77,090.00		77,090.00
Encumbered / Expended Amount				
This item		77,090.00		77,090.00
BALANCE		0.00	0.00	0.00

Fund(s): Information Technology

**Comments:**

This is a cooperative State contract with the Texas Department of Information Resources (DIR). Funds have been budgeted for this expense and are available in 5210-40480-530160, Rentals.

**RECOMMENDATION:**

Staff recommends approval of the motion as presented.

**LIST OF SUPPORTING DOCUMENTS:**

Agreement  
SHI, Inc. Quotation