



## **AGENDA MEMORANDUM**

Action Item for the City Council Meeting April 13, 2021

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**DATE:** April 13, 2021

**TO:** Peter Zanoni, City Manager

**FROM:** Peter Collins, Chief Information Officer of Information Technology  
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<b>ManageEngine Software Licenses</b>
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**CAPTION:**

Motion authorizing a three-year service agreement with SHI Government Solutions, Inc. in an amount of \$73,581.00 for ManageEngine Software Licenses, effective upon issuance of a notice to proceed, with FY 2021 funding in the amount of \$73,581.00 available in the Information Technology Fund.

**SUMMARY:**

This motion authorizes a three-year license agreement with ManageEngine through SHI Government Solutions, Inc. for a renewal of license and software support for critical software tools used for centralized system patching, administration, logging and alerting.

**BACKGROUND AND FINDINGS:**

The City of Corpus Christi Information Technology (IT) Department has been using the Manage Engine tools since 2019. The agreement in 2019 was for two years at a cost of \$46,383.75.

This agreement is for three-years and IT has added additional user and system licenses which increased the cost.

These tools provide centralized system patching for all server and workstation operating systems and 3rd party applications which is critical in preventing cyber security attacks. The system

administration tools provide detailed reporting, batch changes, and automated processes to system accounts and computers, and logging and alerting for advanced notice of system issues.

### **PROCUREMENT DETAIL:**

The IT Department reached out to Contracts and Procurement to issue a contract through the Buyboard Cooperative. Contracts awarded through the Buyboard Cooperative has been competitively procured, in compliance with Texas local and state procurement requirements.

### **ALTERNATIVES:**

The alternative would be to purchase and implement another software to provide the same required functionality with system patching, administration, logging, and alerting. However, purchasing and implementing a new system would be costly and involve retraining staff.

### **FISCAL IMPACT:**

The fiscal impact for IT in FY2021 is \$73,581.00.

### **FUNDING DETAIL:**

Fund:	5210 Info Tech
Organization/Activity:	40420 IT Tech Infrastructure Service
Mission Element:	241 Prvd Suprt technology Infrastructure
Project # (CIP Only):	n/a
Account:	520105 Computer Software

### **RECOMMENDATION:**

Staff recommends approval of this motion authorizing the purchase of license and software support for critical software tools used for centralized system patching, administration, logging and alerting as presented.

### **LIST OF SUPPORTING DOCUMENTS:**

Service Agreement  
Price Sheet