



Agenda Item:

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COUNCIL COMMUNICATION

City Manager's Office

GENERAL INFORMATION

Agenda Date: 11/21/05
Agenda Item Type: Resolution

Communication No.: 05-671
Roll Call No.:

Submitted by: Al Ihde, Acting CIO/Information Technology Director

SUBJECT—

Amendment and Renewal of Seat Management Contract with Public Technology, Inc. and L-3 Government Services (formerly EER System, Inc.) to provide technology services.

SYNOPSIS—

Seat Management is an alternative mechanism for local governments to acquire desktop, notebook, and/or server products with related services. Seat Management services can be all encompassing or limited in scope, depending on the requirements of the government involved. This City of Des Moines previously entered into a Seat Management agreement with EER System, Inc. (now known as L-3 Government Services, 3750 Centerview Drive, Chantilly, VA, 20151, Joe Saponaro, President), for the leasing of computer workstations for three years with three one-year renewals. This action approves the first year of the three one-year renewals.

FISCAL IMPACT—

This project is funded from the Information Technology General Operating Budget.

RECOMMENDATION—

Approval

BACKGROUND—

The City of Des Moines entered in a pilot Seat Management agreement with Public Technology Institute (PTI) and EER System, Inc. on July 8, 2002, by Roll Call No. 02-1707 for a national program that will

accelerate the adoption of this model by other local governments. This has been a very successful pilot program that has allowed the City of Des Moines to provide a number of benefits to the City Staff:

1. A rational and affordable technology replacement program.
2. Desktop technology acquisition costs become predictable.
3. Improve the service IT provides to users.
4. Allow IT helpdesk staff members to remain at the same level, by assigning the low-value tasks to the contractor, and continue to use existing staff for more productive and valuable support tasks.

This contract will remove the following items from the statement of work and associated cost for the following items:

- Software License
- Help Desk Support
- PC disposal.

We are removing the software licensing of Microsoft Products from this contract, as the City of Des Moines has entered into a special Microsoft Product license through a State Contract that we have optioned for to bring all workstations to the current version of the Operating System and the Office 2003 suite at lower price.

The initial contract provided Help Desk 2nd level support from EER System, Inc. if Information Technology was not able to resolve the problem. This option was not used often enough to warrant the continuance.

PC disposal has been reassigned as a fundraising project of the Youth Advisory Board (YAB).

The previous seat service rate of \$32.45 per seat/per month will be reduced to a seat service rate of \$19.33 per seat/per month. This savings will provide a reduced price per workstation, which would provide a savings to the general fund or allow staff to acquire additional workstations.

The City of Des Moines participation as the pilot jurisdiction is consistent with the support provided for PTI, International City/County Management Association (ICMA), and National League of Cities (NLC). It has allowed the City to meet its goals for keeping current on workstation technology.