	Council Communication Office of the City Manager	**Date:**	September 10, 2018
		Agenda Item No.	37
		Roll Call No.	[_____]
		Communication No.	18-443
		Submitted by:	**Anna W. Whipple, CIO, Information Technology Director**

AGENDA HEADING:

Accepting the proposal of EasyVista, 3 Columbus Circle, Suite 1532, New York, NY 10019, (Sylvian Gauthier, CEO) for Information Technology Service Management (ITSM) software and authorizing the City Manager to negotiate and execute the contract for the software, application hosting, and implementation services.

SYNOPSIS:

On April 10, 2018 a Request for Proposals (RFP) V18-058, for ITSM was issued by the City and four (4) proposals were received. The evaluation and selection committee has reviewed the proposals and has recommended that the proposal by EasyVista be accepted as the solution that best meets the needs of the Information Technology (IT) Department. The application will modernize many operational processes and provide the ability to analyze and improve routine tasks. Additionally, the solution is cloud-hosted and all updates and software maintenance will be handled by the vendor.

FISCAL IMPACT:

Amount: $225,287.50 estimated 5-year cost. This is a five (5) year agreement with the estimates by year as noted below.

Funding Source: Year 1: $100,967.50 – FY2018-19/2023-2024 CIP, Miscellaneous Improvements - Information Technology, MS001, page 8. Years 2 thru 5: $31,080 /year – Operating Budget, GE001, IT153000 User Services, (FY2019 page 132).

ADDITIONAL INFORMATION:

- The City's current ITSM tool is FrontRange HEAT (Help Desk Automation Tool). The software was implemented in 2000 and is used to support the City's 1,800 plus end users and manage troubleshooting and requests for service. The system has been highly customized to serve the City's ITSM needs. The software is several versions behind and no longer supported by the vendor. This system does not allow integration with the City's hardware or software asset management systems and cannot be moved to newer server platforms, creating a security risk.

PREVIOUS COUNCIL ACTION(S):

Date: July 24, 2000

Roll Call Number: 00-3228

Action: Approve purchase and implementation of HEAT, a request management solution, from Goldmine Software Corporation. Moved by Vlassis to adopt. Motion Carried 6-1.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

For more information on this and other agenda items, please call the City Clerk's Office at 515-283-4209 or visit the Clerk's Office on the first floor of City Hall, 400 Robert D Ray Drive. Council agendas are available to the public at the City Clerk's Office on Thursday afternoon preceding Monday's Council meeting. Citizens can also request to receive meeting notices and agendas by email by calling the Clerk's Office or sending their request via email to cityclerk@dmgov.org.