

# CONSENT ITEM

Information Systems Advisory Committee Meeting, November 27, 2018  
Board of Governors Meeting, December 12, 2018

<b>CONTRACT ID:</b>	<b>DOCUMENT GENERATION: SOFTWARE LICENSE AND SERVICES</b> Contract No: 12-11-0043-00 Vendor: SmartComms LLC
<b>BUDGETED</b>	This Consent Item requests an increase in the amount of contract spend under the current contract to fund costs associated with migrating to the vendor's enhanced cloud solution. Funding is included in the 2019 budget and funding for subsequent contract years will be budgeted in the appropriate budget year.
<b>CONTRACT AMOUNT</b>	The current contract amount includes \$1,204,449 for the initial 5-year term and \$1,187,488 for two optional 5-year renewals for a total of \$2,391,937. This Consent Item requests an additional \$1,554,483 to the contract spend previously approved by the Citizens Board of Governors for a revised total of \$3,946,420.
<b>CONTRACT HISTORY</b>	This contract is a result of Invitation to Negotiate (ITN) No. 11-0043 issued on July 15, 2011 for Document Generation Software. Thunderhead, Inc. (SmartComms LLC as of March 31, 2017) was the awarded vendor. The contract was approved pursuant to an Action Item by the Citizens Board of Governors and became effective on March 10, 2012.
<b>CONTRACT TERM</b>	The base term was March 10, 2012 – March 10, 2017. One of two 5-year renewal options was exercised in 2017 and the second 5-year renewal option remains available with the overall contract term expiring in 2026.
<b>PURPOSE/SCOPE</b>	<p>This consent item requests approval to:</p> <ul style="list-style-type: none"><li>• amend the current contract with SmartComms LLC to upgrade the existing on-premises software platform to a cloud version; and,</li><li>• increase the total contract spend from \$2,391,937 to \$3,946,420 which represents the incremental cost difference associated with migrating from the vendor's on-premises software platform to the cloud version.</li></ul> <p>The benefits of upgrading from the on-premises software platform to a cloud version include:</p> <ul style="list-style-type: none"><li>• transferring workload associated with the configuration and support of databases, application servers, and operating system to the vendor from Citizens;</li><li>• regularly scheduled releases implemented by the vendor, which permit seamless future upgrades;</li><li>• elimination of development and editing software installed on Citizens' computing platforms;</li><li>• improved processing performance;</li></ul>

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	<ul style="list-style-type: none"><li>• improved and easier-to-use user interfaces;</li><li>• improved support; and,</li><li>• a more flexible deployment model.</li></ul>
<b>PROCUREMENT METHOD</b>	The contract and licenses were procured by competitive solicitation (ITN 11-0043) in accordance with Citizens' Purchasing Policy.
<b>RECOMMENDATION</b>	Staff recommends the Information Systems Advisory Committee: <ul style="list-style-type: none"><li>a) approve the amendment to Contract No. 12-11-0043-00 adding \$1,554,483 to the contract amount for the contract term; and,</li><li>b) authorize staff to take any appropriate or necessary action consistent with this Consent Item.</li></ul>
<b>CONTACTS</b>	Kelly Booten, Chief, Systems & Operations Aditya Gavvala, VP, IT Services & Delivery Stephen Guth, VP, Vendor Management