

M Management Committee

For the Metropolitan Council meeting of December 8, 2010

Item: 2010-379

Consent

ADVISORY INFORMATION

Date Prepared: November 22, 2010

Subject: 2011 Sole Source Procurement of Maintenance Services for Software and Hardware

Proposed Action:

That the Metropolitan Council authorize the Regional Administrator to make ongoing maintenance and support service payments on a sole-source basis for installed software and hardware, with the services to be procured from the vendors on the attached 2011 Information Services Sole Source Vendor List up to the amount listed.

Summary of Committee Discussion / Questions:

Dave Hinrichs, Chief Information Officer, presented this item and made the following comments:

- Met Council has a multi-million dollar investment in computer hardware and software that allows us to deliver services effectively and efficiently. This hardware and software has been acquired through competitive procurements in the past based on established criteria.
- At the time of purchase, we also negotiate maintenance support agreements with the proprietary vendor.
- These agreements are ongoing sole source agreements and we annually request the Council to delegate authority to the Regional Administrator for approval to pay for these support agreements.
- By seeking approval from the Committee and Council on a yearly basis we simplify and streamline the paperwork that is necessary to process payment throughout the year to the vendors listed on the attachment.
- These agreements change slightly from year to year to reflect business acquisitions and mergers and minor modifications to agreements.
- Information Services manages these maintenance agreements on an ongoing basis in an effort to achieve efficiencies by removing vendor agreements that are no longer used, eliminating components of maintenance agreements that are not necessary or adding new vendor agreements.
- Maintenance agreements include services such as:
 - 24 X 7 support via phone, email, fax or web.
 - Online tracking of support requests and status reports.
 - Access to standard documentation and version release notes.
 - Product upgrades.
 - Online training.
 - Access to online knowledge bases.
 - Access to user forums and training workshops.

Chairperson Wittsack asked about the integration of this software and how that occurs, Mr. Hinrichs responded that working on the integration is a major activity of the IS staff. Committee members asked questions about specific line items on the vendor list that Mr. Hinrichs answered. A final question was how this list compared with last year's list, and Mr. Hinrichs indicated the total dollar value of the list last year was between \$3.7 and \$3.8 million. The reason for the growth was that several new vendor products were purchased this year, including Arbor Text, Egan, Fishnet Security, Learn.com, Log Rhythm and TransSmart.

The Management Committee unanimously approved this request on November 10 for inclusion on the consent agenda of the Metropolitan Council meeting on December 8, 2010.

ADVISORY INFORMATION

Date:	November 3, 2010
Subject:	2011 Sole Source Procurement of Maintenance Services for Software and Hardware
District(s), Member(s):	All
Policy/Legal Reference:	Council Policy 3-3 Expenditures – Procurement of Goods and Services over \$250,000
Staff Presented:	Dave Hinrichs, CIO, 602-1443; Micky Gutzmann, Acting Director, Contracts and Procurement, 602-1741
Division/Department:	RA – Information Services

Proposed Action

That the Metropolitan Council authorize the Regional Administrator to make ongoing maintenance and support service payments on a sole-source basis for installed software and hardware, with the services to be procured from the vendors on the attached 2011 Information Services Sole Source Vendor List up to the amount listed.

Background

Computer hardware and software purchased by the Council requires ongoing maintenance and support. Competitive procurements for the hardware and software have already been completed; this item addresses ongoing maintenance and support services resulting from these competitive procurements.

Council Procurement Procedure 10.4.1 addresses sole source procurements and provides the following guidance: "Sole source procurement of Original Equipment Manufacturer (OEM) repairs, parts, equipment and systems, software maintenance and support, or other services that are required on a continuous basis may be authorized on an ongoing basis."

The software and hardware services on the attached list are greater than \$250,000 in total and thus require Council approval. It is our practice to annually update the list of vendors and request Council approval to authorize the Regional Administrator to make vendor payments for these services throughout the subsequent year. This allows for ongoing sole source procurement authorization and more efficient administration.

Funding

Purchases will generally be made by purchase order of previously executed maintenance agreements. The Regional Administrator will either authorize the purchase or delegate the authority to authorize the purchase as appropriate under Council Expenditures *Policy 3-3 and 3-3c*.

Funding for these software and hardware services is included in the Council's operating budget.

Known Support

Authorization to purchase these types of services on a sole source basis is requested annually. This request provides for the authorization of an updated list of Information Services vendors for 2011.

2011 Information Services Sole Source Vendor List

Ref	Vendor	Sole Source Maintenance and Hardware and Software	Annual Estimate
1	Arbortext	Authoring Software	5,000
2	BBS Tech	Idera SQL Software (SCADA)	4,000
3	Bentley Systems	Microstation, GeoPack, StormCAD, Pond Pack, Engineering Apps - CCPO	22,000
4	Bureau of National Affairs	Annual Subscription to Environmental Library	5,000
5	Citilabs	Cube Land and Cube Base - Libby Starling and Mark Filipi	5,700
6	Citrix	Citrix XenApps Presentation server - Netscaler 9010	58,000
7	CompuNet	Utimaco Safeguard Easy Maintenance and Support	10,000
8	Continental (Soon to be Trapeze ITS)	TransitMaster Software (Regional providers will reimburse the Council)	550,000
9	CS Stars	Risk Management Software	65,000
10	Cubic	Regional Fare Collection Software	450,000
11	Datalink	Sun Gold Business Plan STK L180 Library	25,000
12	Digital Data Voice Corp	Busline Software/Hardware	100,000
13	DLT Solutions	Civil 3D, AutoCAD, Architecture, Revit Structure Suite, etc CCPO	77,000
14	Ecology and the Environment	Greenride - hosting services (used to be RidePro)	21,100
15	Egan	Real-Time Signs - UPA	80,000
16	Embarcadero Technologies	DB Artisan Software	50,000
17	Enfo Tech	Pacs Software	49,000
18	Environmental Systems Research	Arc/Info and ArcView Software	4,000
19	Fishnet Security	PCI software	17,100
20	Giro	Hastus - Scheduling and Garage Ops for Metro Transit	165,000
21	Granicus	Video Streaming for Council Meetings	15,000
22	GS Systems	WonderWare Software (ES Budget)	120,000
23	HCSS	Bidding and Estimating Engineering Application - CCPO	2,500
24	IBM Corporation	IBM & RS6000 Operating System SW, router maint., Cognos (ES Budget) SPSS	92,000
25	Informative Graphics Corp	Net-It Central Software	4,200
26	InMagic	DB TextWeb Publisher Software, Content Server	4,000
27	Lattitude	GeoCortex Software Maintenance	7,000
28	Learn.com	On-line training	90,000
29	LETG - PIMS	Police Information Management System	74,000
30	LogRhythm	Logging Software for PCI	25,400
31	Message Labs	Spam Filter	36,000
32	MicroFocus	Server Express/Cobol Workbench Software	20,000
33	MidAmerica Business Systems	Application Extender - Document Management System	35,000
34	Minneapolis Finance Dept	Workforce Director - Metro Transit Police application	10,000
35	NeoGov	Insight Enterprise License	25,000
36	nCircle	PCI software	15,000
37	Open Text	BI Web Starter	25,000
38	Oracle Corporation	Oracle Database, Gateways, Developer, PeopleSoft, WAM, and Primavera	955,000
39	Pitney Bowes	Sagent Data Warehouse Software- Group 1 and MapInfo	47,500
40	PTV America	VISSIM - Engineering Application CCPO	4,000
41	QuestionMark	SSP QuestionMark Perception Software	4,000
42	SAP (was Business Objects)	Crystal Enterprise Report Software (\$80,000 for PCG)	105,000
43	SAP (Was Sybase)	Sybase Database Software, Power Builder, Power Designer Apeon	75,000
44	Snap Survey	Snap Professional, Snap Web	4,500
45	Standard Register	Standard Register check printing hardware and software	10,000
46	Thermo Fischer	Labs Management Software	52,000
47	Traffic Ware, Ltd	Synchro7 Traffic Design Application - CCPO	2,500
48	TransSmart	Transit Travel Time algorithm - For UPA	50,000
49	TranSoft Solutions	Autoturn - Engineering Application - CCPO	2,500
50	Trapeze Software Group	Route Planning and TIPS	251,000
51	Ubisense	Bus Location System	80,000
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