



City of Hollywood

Hollywood City Hall
2600 Hollywood Blvd
Hollywood, FL 33020
<http://www.hollywoodfl.org>

Legislation Text

File #: R-2019-205, **Version:** 1

A Resolution Of The City Commission Of The City Of Hollywood, Florida, Authorizing The Appropriate City Officials To Approve The Purchase Of ManageEngine Software, Including OpManager, Service Desk Plus And Desktop Central With One Year Of Maintenance From Northwind Ventures Inc., Utilizing GSA Contract # 47QTCA19D009H, For An Estimated Amount Of \$95,000.00 And In Accordance With Section 38.40(C)(5) Of The Code Of Ordinances (Piggyback).

Staff Recommends: Approval of the attached Resolution.

Explanation:

The Information Technology Department's current patch management and Help Desk application, Kace K1000, does not meet the City's need for a robust and flexible system. There is insufficient and inadequate updates from the vendor and key missing features.

The Information Technology Department is seeking to replace Kace with the proposed ServiceDesk Plus and Desktop Central software from ManageEngine which provide additional and more advanced features allowing for the Information Technology Department to remain efficient and current with Information Technology Infrastructure Library (ITIL) industry standards.

The Information Technology Department also needs server monitoring which our current network monitoring application, Solarwinds, does not provide without requiring additional recurring licensing cost.

The Information Technology Department seeks to replace Solarwinds with OpManager which provides both server monitoring and network device monitoring without the need for additional recurring costs.

Utilizing these three applications from the same provider, ManageEngine, provides a more holistic and manageable solution.

The total initial cost is \$95,000.00 for the purchase of the software and first year maintenance. The expected annual recurring cost is \$15,000.00 for years 2 through 5.

This software is needed to address security issues such as monitoring, patching, imaging, and improved internal customer service based on ITIL standards.

The General Services Administration (GSA), competed and awarded its contract for ManageEngine products to Northwind Ventures Inc., DBA Northwind Technologies via Contract Number 47QTCA19D009H.

The Information Technology Department is seeking to purchase ManageEngine products available on the General Services Administration (GSA) Contract # 47QTCA19D009H.

Recommended for inclusion on the agenda by:

Raheem Seecharan, Director, Information Technology

Paul A. Bassar, Director of Procurement & Contract Compliance

Adam Reichbach, Assistant City Manager for Finance & Administration