

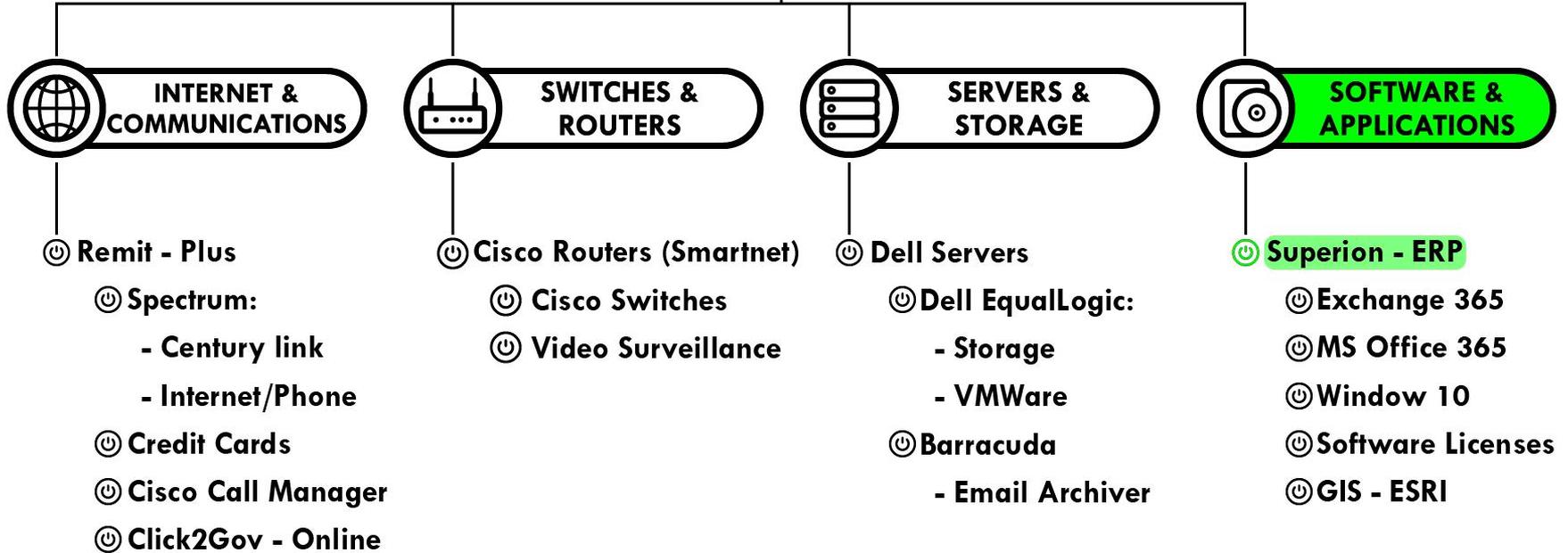


SUPERION HOSTED & ANNUAL SUPPORT RENEWAL

RS-19-061

July 2, 2019

TECHNOLOGY INFRASTRUCTURE



What is Superior

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- ❑ Financial software used for Accounts Payable, Budget, Payroll, Purchasing, Code Enforcement, Permits, Utility Collections
- ❑ Current system is in IT Data Center
- ❑ Software in place since 1998. Current hardware components are 5 years old
- ❑ Annual maintenance and support is \$145,088, with 5% annual increase

Main Goals

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- Increase system security
- Create a Continuity of Business plan
 - ▣ Alternate datacenter
 - ▣ Redundant data storage
- Test environment
- Reduce upgrade downtime.

Alternatives

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Alternative 1	Alternative 2	Alternative 3
<u>Renew Maint& Support Only</u>	<u>Create Redundant Site</u>	<u>Execute Hosted Agreement</u>
<ul style="list-style-type: none"> \$145,088 	<ul style="list-style-type: none"> \$208,838 	<ul style="list-style-type: none"> \$10,000 - startup fee
<ul style="list-style-type: none"> 5% annual renewal 	<ul style="list-style-type: none"> 5% annual renewal 	<ul style="list-style-type: none"> \$160,930 annually. Fixed cost years 1-2 then 5% year 3-5
<ul style="list-style-type: none"> Downtime and staff maintenance 	<ul style="list-style-type: none"> Downtime and staff maintenance 	<ul style="list-style-type: none"> Full off-site backup, hardware cost savings (\$120,550 + \$63,750 maint.)
<ul style="list-style-type: none"> No Continuity of Business plan 	<ul style="list-style-type: none"> Continuity of Business plan Regional protection within Killeen 	<ul style="list-style-type: none"> Continuity of Business plan Provides access to system when a regional disaster is declared, no downtime (RPO=zero), (RTO=60minutes) Data is replicated at a second datacenter

Recommendation

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- Staff recommends the City Council approve the Superior Hosted Solution and authorize the City Manager, or designee, to execute the terms and conditions of the agreement as allowed by state and local law