STAFF REPORT

DATE: August 7, 2018

TO: Ronald L. Olson, City Manager

FROM: Thomas A. Moore, Director of Information Technology Services

SUBJECT: Superion Annual Maintenance Renewal

BACKGROUND AND FINDINGS:

Superion (formally SunGard Public Sector) was purchased in 1998 for $1.2 million and over the past 20 years the City has added additional modules at a cost over $400,000 bringing the total enterprise software investment to $1.6 million. Superion provides the City an integrated suite of software products including Financials, Human Resources, Utility Billing, Building Permits, and Code Enforcement. The maintenance renewal cost covers technical support calls, ongoing education, improvements to infrastructure, and product enhancements.

THE ALTERNATIVES CONSIDERED:

Which alternative is recommended? Why?

Superion is the product of choice for enterprise applications and alternatives were not considered because of the cost to change software providers. Overall the City is satisfied with the current software vendor and does not feel a switch to another vendor is fiscally responsible at this time. A switch to another software vendor would cost the City significant capital, both in a direct cost to buy new software and indirect costs for project implementation and data conversion of existing files.

CONFORMITY TO CITY POLICY:

According to the City of Killeen's Purchasing Manual Appendix G, a sole source procurement exception is authorized for an item or service that is only available from one vendor. Superion software, maintenance, and support is only available from the manufacturer Superion.

FINANCIAL IMPACT:

What is the amount of the expenditure in the current fiscal year? For future years?

The cost for Superion software licensing, maintenance, and customer support totals $144,506.85. The cost is allocated in account 627-2705-419-4243 (Information Technology Computer Maintenance).

Each year there is an internal review of the applications, modules, and support necessary for the City of Killeen to maintain services both internal and external to citizens. Some years

modules not utilized are removed and the price decreases. Other years the modules have increased to offer additional support and services. If nothing changes in the modules or support for FY19 the cost will increase by 5% as is industry standard for software support agreements. The FY18 cost is $144,506.85.

Is this a one-time or recurring expenditure?

The Superion software maintenance and support agreement is a recurring expense on an annual renewal.

Is this expenditure budgeted?

The Superion software maintenance and support agreement is budgeted in each fiscal year, along with the industry standard of 5% cost increases.

If not, where will the money come from?

N/A

Is there a sufficient amount in the budgeted line-item for this expenditure?

Yes.

RECOMMENDATION:

Staff recommends the City Council approve this request and allow the City Manager to execute the renewal of the FY18 annual maintenance agreement with Superion in the amount of $144,506.85.

DEPARTMENTAL CLEARANCES:

Finance
Legal

ATTACHED SUPPORTING DOCUMENTS:

Quote
Addendum
Sole Source
Certificate of Interested Parties