



CITY OF HOUSTON - CITY COUNCIL

Meeting Date:

ALL

Item Creation Date: 8/18/2021

H26442.A1 - Licenses and Software Maintenance for the Enterprise Service Management Portal - ORDINANCE

Agenda Item#:

Background:

S17-H26442.A1 - Approve an amending ordinance to Ordinance No. 2017-953, approved on December 6, 2017 to increase the maximum contract amount from \$2,626,121.60 to \$3,005,606.51 for the contract (4600014650) between the City of Houston and Precision Task Group, Inc. for licenses and software maintenance for the Enterprise Service Management Portal for various departments.

Specific Explanation:

The Chief Information Officer and the Chief Procurement Officer recommend that City Council approve an amending ordinance to increase the maximum contract amount from **\$2,626,121.60 to \$3,005,606.51** for the contract between the City of Houston and **Precision Task Group, Inc., (PTG)** through the Department of Information Resources (DIR), for licenses and software maintenance supporting the Enterprise Service Management Portal for Houston Information Technology Services, Houston Public works and Houston Airport System.

The contract was awarded on December 6, 2017 for a three-year term with two one-year options, in an amount not to exceed \$2,626,121.60. Expenditures as of September 3, 2021 totaled \$2,227,254.91. The increase to the maximum contract amount of \$379,484.91 is necessary to partially fund the last renewal term due to a change in the vendor's license model and the request of additional licenses.

This contract provides software licenses and maintenance services for a service management portal. This portal is the information technology incident and request management system for operational activities for the City of Houston. It provides the City with the ability to leverage industry standard Information Technology Infrastructure Library (ITIL) processes and practices through an online single system of record. The portal permits efficient workflow, automation of capabilities and acceleration of IT service-related requests, including incident and change management, which enhances the customer experience for all City departments utilizing the service tool. The tool provides a wide variety of configurable products that enables the City to scale and adjust to meet current and future business needs.

M/WBE Participation:

The contract was awarded with a 24% MWBE goal. Precision Task Group, Inc. is currently achieving 0% of their goal. The Office of Business Opportunity has determined that given the contract has only been used to procure software licenses and has not been used for any professional services, there was no opportunity for PTG to meet or make progress towards the contract goal.

Fiscal Note:

Funding for this item is included in the FY2022 Adopted Budget. Therefore, no fiscal Note is required as stated in the Financial Policies.

10/1/2021

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Jerry Adams
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DocuSigned by:
Lisa Kent
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9/30/2021

**Jerry Adams, Chief Procurement Officer
Finance/Strategic Procurement Division**

Department Approval Authority

DS
JW

Estimated Spending Authority			
DEPARTMENT	FY2022	OUT YEARS	TOTAL
Houston Information Technology Services	\$138,384.15	\$0.00	\$138,384.15
Houston Airport System	\$54,205.90	\$0.00	\$54,205.90
Houston Public Works	\$186,894.86	\$0.00	\$186,894.86
TOTAL	\$379,484.91	\$0.00	\$379,484.91

Prior Council Action:

Ordinance No. 2017-0953: Passed on December 6, 2017

Amount and Source of Funding:

\$138,384.15 – Central Service Revolving Fund (1002)

\$ 54,205.90 – HAS-Revenue Fund (8001)

\$186,894.86 – Water & Sewer Operating Fund (8300)

\$379,484.91 – TOTAL

Contact Information:

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ATTACHMENTS:

Description	Type
Request for Verification of MWDBE Participation	Backup Material
Certification of Funds	Financial Information
Previous RCA	Backup Material
Clear Tax Report	Backup Material
Funding Backup for Fund 8001	Financial Information
Budget vs Actual H26442.A1	Financial Information
Funding Verification for Fund 8300	Financial Information
Affidavit of Ownership	Backup Material
Previous OrdinanceNo.2017-953	Ordinance/Resolution/Motion