



# City of Galveston

## DEPARTMENT OF INFORMATION TECHNOLOGY

### STAFF REPORT

January 23, 2020

To: Brian Maxwell, City Manager  
Honorable Mayor and City Council

From: Hope Dean, Executive Director & CITO

**RE:** Consider approving the renewal of the Oracle database software support agreement for \$23,860.98 utilizing DIR Contract TSO – 4158, Oracle America, Inc.

#### I. BACKGROUND

Oracle is the database software platform that serves the city's finance software, time keeping solution, geographical information system (GIS), and Development Services software solution. The agreement ensures the city's ability to obtain technical assistance. Additionally, the agreement provides the City access to new releases. Without the agreement, the city would not have access to support in the event of issues and would be required to purchase new releases of the database software at substantially higher cost.

#### II. CURRENT SITUATION

The maintenance and support agreement for the database software that runs the financial, human resources, timekeeping, and GIS software solutions is expiring and requires renewal. This agreement provides the City access to product patches, software upgrades and access to Oracle technical support as needed. This is to request approval for the renewal of the support for a one (1) year term, running March 21, 2020 – March 20, 2021.



### **III. ISSUES**

1. The current maintenance expires on March 20, 2020. The new term of the agreement will run from March 21, 2020 through March 20, 2021.
2. Without a maintenance and support agreement, software upgrades would have to be purchased at a much higher price.
3. Discontinuing the agreement would limit the ability to obtain technical support should issues arise with the software.
4. Discontinuation of the support and licensing agreement increases the risk to data loss stored in these systems.

### **IV. ALTERNATIVES**

1. Approve the renewal of the agreement.
2. Discontinue the maintenance and support agreement and purchase support on an as needed basis. Galveston would no longer have access to upgrades using this option.

### **V. RECOMMENDATION**

Approve the renewal of the maintenance and support agreement for a total cost of \$23,860.98.

### **VI. FISCAL IMPACT REPORT**

Requested by:	Hope Dean Executive Director & CITO
Funding Source:	Information Technology Operating Budget
Costs of implementation:	\$23,860.98.

## Yearly Maintenance Contracts

Software Common Name	Department/Budget	Description	Vendor	Coverage Period
Incode	Courts	Courts records management software	Tyler Technologies	January - December
OSSI Software	Police	Records Management System software	CentralSquare	January - December
GRID System	Police	Consortium Fees	City of League City	July - June
VMware	IT Dept	Virtual Server Operating System	Dell or Other Third Party Reseller	November 15 - November 14
GIS Software	IT Dept	Mapping software - City Wide	ESRI	December 16 - December 15
Veeam	IT Dept	Backup software for VMWare Servers	Third Party Reseller	December - December
CivicPlus	IT Dept	Hosting of City website	Civic Plus	December - January
Kronos	IT Dept	Time Keeping System	Kronos	February 15 - February 14
Oracle	IT Dept	Database Software (Kronos, Banner, & Accela)	Mythics	March - March
Banner	IT Dept	Main Financial and HR Software	Avenu Insights	July - June
LaserFiche	IT Dept	Document Management Software	MCCI	September - September
Gravity	IT Dept	CAFR Software	Gravity	September - September
VUEworks	Public Works	Infrastructure Mangement Software	VueWorks	January - December
Accela	Planning	Permit tracking software	Accela	October - September
CUSI	Utility Billing Division	Utility Billing Software Solution	Continental Utility Soluions (CUSI)	October - September