



Chandler · Arizona  
When Values Make The Difference

**PURCHASING ITEM  
FOR  
COUNCIL AGENDA**

1. Agenda Item Number:

38

2. Council Meeting Date:

August 14, 2014

**TO: MAYOR & COUNCIL**

3. Date Prepared: July 31, 2014

**THROUGH: CITY MANAGER**

4. Requesting Department: City Manager

5. **SUBJECT:** LANDesk Advanced Deployment Accelerator

6. **RECOMMENDATION:** Recommend approval of the purchase of LANDesk Advanced Deployment Accelerator from SHI International Corporation pursuant to the Western States Contracting Alliance (WSCA) Contract No. ADSPO11-007500 in an amount not to exceed \$68,705.

7. **BACKGROUND/DISCUSSION:** The City utilizes LANDesk software for managing user desktops and technology work requests for support. This software was initially installed 6 years ago primarily as a replacement for the Help Desk software HEAT that was used at the time. Since that time, Information Technology (IT) has been working on ways to streamline support and provide even better customer service. The way LANDesk is currently configured does not meet the requirements for this tighter integration between the infrastructure, application and service support teams.

The LANDesk software the City already owns is capable of more robust reporting including creating and tracking a knowledge base of resolutions. To capitalize on these additional features and improve IT's ability to track resources and work, we are requesting LANDesk's professional services to assist with implementation of the knowledge base and enhancement of workflows to streamline service delivery. This will include enhanced training on the updated LANDesk system enabling IT to be more self-sufficient with the support of this product.

The package of services LANDesk is providing includes 15 days of professional services and 2 weeks of advanced training for City staff. The funding for this request was a FY13/14 decision package through the budget process.

8. **EVALUATION:** WSCA was formed in 1993 by state purchasing directors from fifteen western states with the purpose of establishing a means for participating states to join together in cooperative multi-state contracting to achieve cost-effective, efficient acquisitions of products and services and to take advantage of large quantity volume discounts. The State of Arizona has adopted the use of this contract which in turn allows the City to use it. The SHI contract, used statewide for purchase of software and related support items, was originally awarded in June, 2011 and expires in June, 2015. The actual scope of work and pricing were negotiated directly with LANDesk, Inc., who will be responsible for providing the services.

**9. FINANCIAL IMPLICATIONS:**

Cost: \$ 68,705

Savings: N/A

Long Term Costs: N/A

**Fund Source:**

<u>Acct. No.:</u>	<u>Fund Name:</u>	<u>Program Name:</u>	<u>CIP Funded:</u>	<u>Amount:</u>
101.1200.5219.000000	General Government	N/A	No	\$68,705

10. **PROPOSED MOTION:** Move to approve the purchase of LANDesk Advanced Deployment Accelerator from SHI International Corporation pursuant to WSCA Contract No. ADSPO11-007500 in an amount not to exceed \$68,705.

**APPROVALS**

<p><b>11. Requesting Department</b></p>  <p>Rachelle Faherty, IT Applications Manager</p>	<p><b>13. Department Head</b></p>  <p>Steven Philbrick, Chief Information Officer</p>
<p><b>12. Procurement Officer</b></p>  <p>Carolee Stees, CPPB</p>	<p><b>14. City Manager</b></p>  <p>Rich Dlugas</p>