



Legislation Details (With Text)

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Title: CONSIDERATION OF AMENDMENT NO. 3 TO SOFTWARE LICENSE AGREEMENT WITH ZOH
CORPORATION FOR UPGRADES AND ADD-ONS TO THE CITY'S HELPDESK SOFTWARE
LICENSES (CITY COUNCIL)

Sponsors:

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Attachments: 1. Proposed Amendment No. 3, 2. Zoho Corporation Contract, 3. Zoho Corporation Amendment No.
1, 4. Zoho Corporation Amendment No. 2

Date	Ver.	Action By	Action	Result
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Report to Mayor and City Council

Tuesday, October 18, 2022

Consent

SUBJECT:

**CONSIDERATION OF AMENDMENT NO. 3 TO SOFTWARE LICENSE AGREEMENT
WITH ZOH
CORPORATION FOR UPGRADES AND ADD-ONS TO THE CITY'S
HELPDESK SOFTWARE LICENSES (CITY COUNCIL)**

I. SUMMARY

Desktop Central (Zoho) is a heavily utilized workstation application tool the IT Department uses to remotely support, deploy software, patch, inventory, encrypt, and run highly detailed reporting on the City's workstation environment.

The original three-year software license agreement with Zoho Corporation was signed on June 11, 2020 in the amount not-to-exceed \$16,872.00, followed by these amendments:

- Amendment No. 1 was entered into on August 4, 2020, increasing the not-to-exceed contract amount to \$21,529.00.
- Amendment No. 2 was entered into on November 19, 2021, to memorialize a purchase made via emergency procedures under purchase order (PO #22100669) for \$5,955 due to the COVID-19 pandemic, under the City Manager's authority as Director of Emergency Preparedness of the Disaster Council, to purchase additional

software licenses to allow for social distancing and remote working, and a second emergency purchase of \$9,675 under a purchase order (PO #22200609) approved for continuing the necessary services and increasing the total not-to-exceed contract sum to \$37,159.

Staff is requesting to upgrade the software, add security, and extend existing software, licensing and maintenance services and increase the contract sum by \$5,644, and City Council approval of an amendment to the contract for a total not-to-exceed contract sum of \$42,803.

II. RECOMMENDATION

1. APPROVE Amendment No. 3 to the Zoho Corporation contract increasing the contract sum to a total amount of \$42,803.
2. AUTHORIZE the Mayor to execute Amendment No. 3 to the Zoho Corporation contract after approval as to form by the City Attorney.

III. ALTERNATIVES

TAKE any other action the Council deems appropriate.

IV. BACKGROUND

Desktop Central is a Windows Desktop Management solution that provides IT the capabilities of Software Deployment, Patch Management, Asset Management, Remote Desktop Sharing, Service Pack Deployment, Configurations, Active Directory Reports, User Logon Reports and Windows System Tools. This software enables IT staff to remotely connect to any staff computer to assist with any issues they may be having which alleviates the need to have staff crowd into someone's cubicle or office and enables for safe social distancing practices that are prudent in light of the COVID-19 pandemic.

The original three-year software license agreement (Exhibit No. 2) with Zoho Corporation was signed on June 11, 2020 in the amount not-to-exceed \$16,872.00 and Amendment No. 1 (Exhibit No. 3) to the software license agreement was signed on August 4, 2020, increasing the not-to-exceed contract amount to \$21,529.00.

On November 25, 2020, the Information Technology Division (ITD) made an emergency purchase of \$5,955.00 of Desktop Central, increasing the number of technicians from 9 to 11 and computer subscriptions from 200 to 500 to further promote social distancing during the ongoing COVID-19 pandemic. (Exhibit No. 1). PO #22100669 increased the not-to-exceed contract amount to \$27,484.00. This purchase was made under the City Manager's authority as Director of Emergency Preparedness of the Carson Disaster Council, pursuant to Section 3(b) of City Council Resolution No. 20-053:

"Applicable provisions of the Government Code and the Public Contract Code, including but not limited to travel, advertising, and competitive bidding requirements, as well as any City procurement or related policy, are suspended to the extent reasonably necessary to address the effects of COVID-19."

In order to continue these subscription services to maintain remote working and social distancing during the ongoing COVID-19 pandemic, the Assistant City Manager, acting as Director of Emergency Preparedness under Resolution No. 20-053 in the City Manager's absence, approved the costs of the renewal fees totaling \$9,675.00, increasing the total contract sum to \$37,159.00 through Amendment No. 2 (Exhibit No. 4).

Now, the Information Technology Department is requesting to upgrade Endpoint Central (formerly Desktop Central) Enterprise Edition to Endpoint Central UEM Edition and the Endpoint Security Add-on. In addition to the solutions in the Enterprise Edition (listed above), the upgrade includes OS Deployment, USB Device Management, Power Management and Mobile Device Management. These additional capabilities will enable IT staff to deploy computers faster by automating the disk imaging and deployment process. The add-on includes BitLocker Management, Vulnerability Assessment, Browser Security, Device Control, Application Control and Anti-Ransomware. The add-on enables IT staff to encrypt data and protect it from theft or unauthorized access.

Staff is seeking City Council approval of an amendment to the contract for an additional \$5,644.00 for a not-to-exceed total contract sum of \$42,803.

V. FISCAL IMPACT

Funds for ServiceDesk Plus, Endpoint Central, and Endpoint Security have been budgeted in account number 101-54-520-101-6004 for FY 2022/23.

VI. EXHIBITS

1. Proposed Amendment No. 3
2. Zoho Corporation Contract
3. Zoho Corporation Amendment No. 1
4. Zoho Corporation Amendment No. 2

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