


6/15/2021

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Item #3




City Council Meeting

Item #3 (21-706): Approval to Authorize the City Manager to Exercise Four One-Year Options to Extend the Agreement with Unisys Corporation for Information Technology Outsourcing Services with a Maximum Compensation of \$8,356,309 for the Initial Option Ending June 30, 2022 and Future Options Subject to the Annual Appropriation of Funds

June 15, 2021

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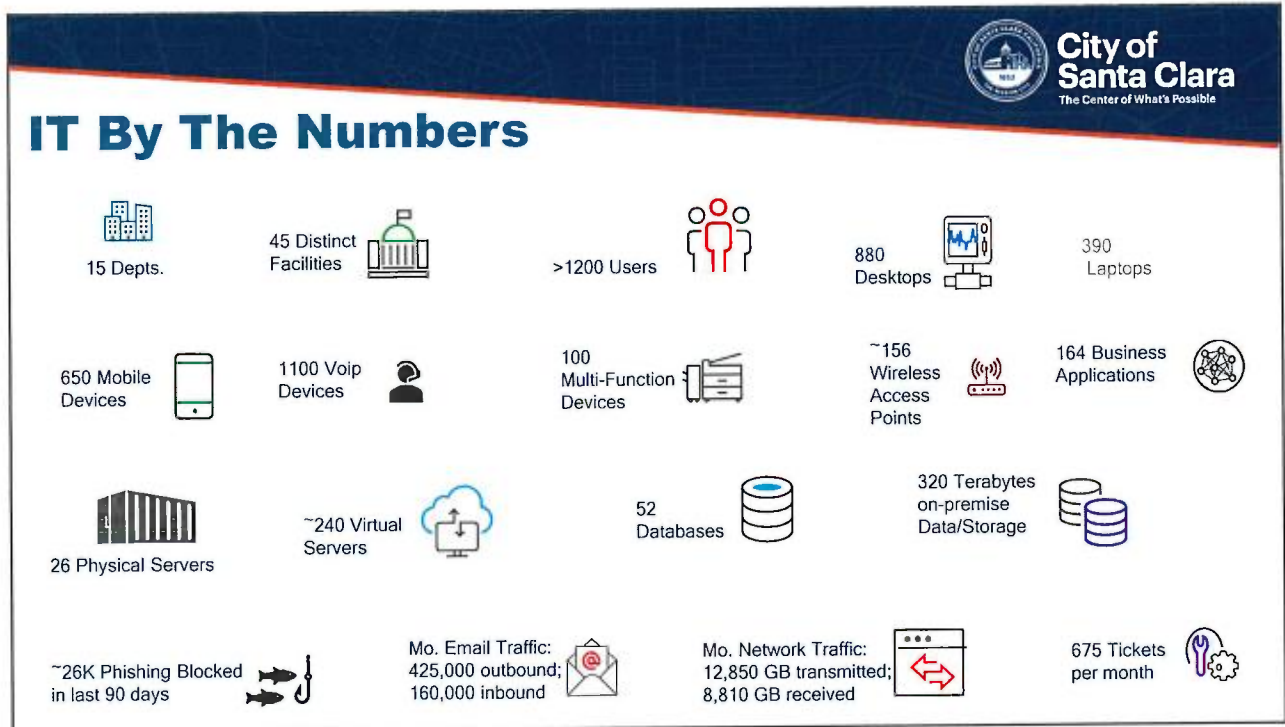


City of Santa Clara
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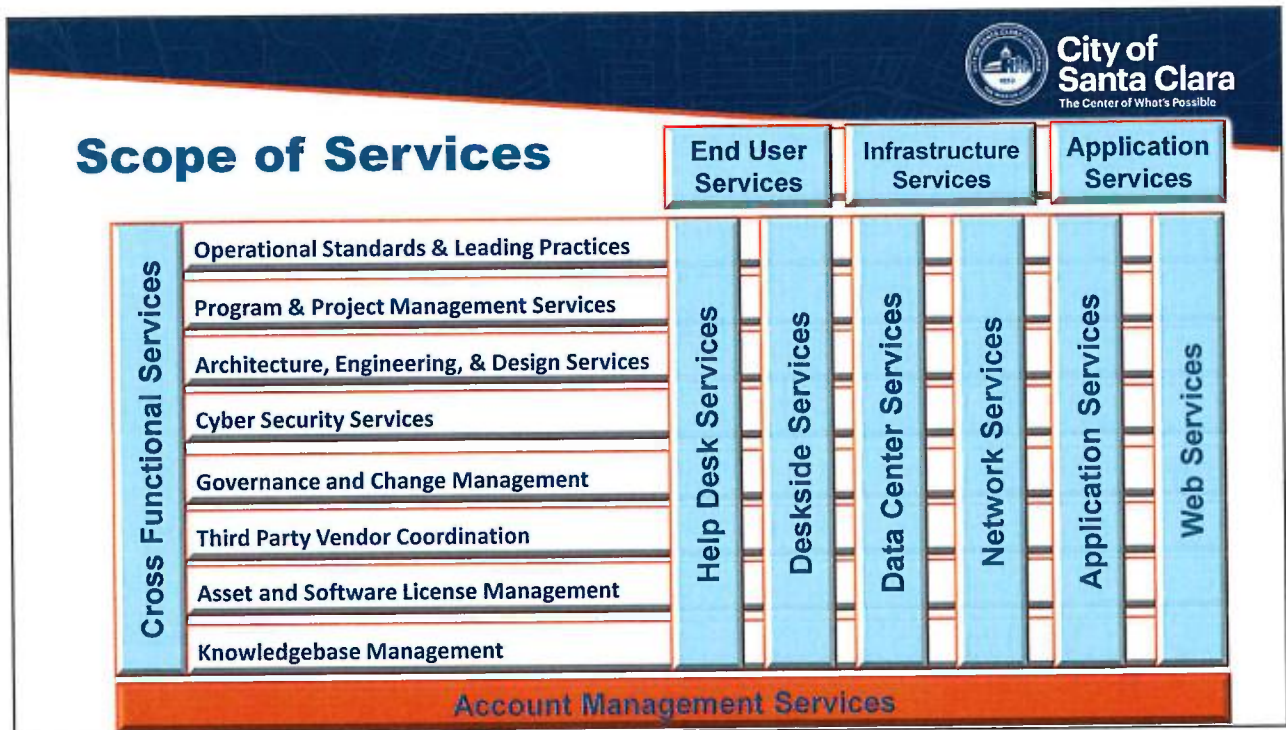
Background

- City has utilized outsourced IT services for ~ 35 years
- 2017 Request for Proposal (RFP) issued for a comprehensive set of IT Services
- Unisys Corporation selected based on technical response, alignment to market pricing and value
- Initial term of 4 years (NTE \$36.5 mill) ending June 30, 2021
- Agreement includes 4, one-year options to extend at City's discretion
- Staff recommends that the options be exercised based on performance

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Completed Projects

- Hexagon CAD
- HR/payroll/financials
- Utility billing upgrade
- City website redesign
- Agenda management
- Microsoft Windows 10/Office365
- Card access & security video
- Body worn camera
- Infrastructure strengthening

Active Projects

- Cybersecurity
- Police Records Management
- Fire station alerting
- Enterprise document management
- Telephony/utility billing contact center
- Mobile payments for utility billing
- HR/payroll/financials
- Technology for smart parks
- Enterprise Metro Area Network

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COVID-19 Response Highlights

Work From Anywhere


Online Public Meetings

Digital First Responders

Digital Services

Employee Collaboration



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Department Initiatives

- EOC activation & technology support
- Emergency leave programs, FMLA
- Communications: Website updates
- Safety Improvements
 - Drive thru payment window activation
 - Touchless credit cards
- Assistance Programs
 - Utility Billing Updates
 - Small Business Assistance Grant Program
 - “Help Your Neighbor” donations program
 - Emergency Rental Assistance program

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Unisys Contract Extension Benefits

- Quality performance, stable processes and mature service delivery
- Flexibility and capacity to respond
- 24X7 monitoring and support for mission critical systems
- In-line with market pricing
- Sensitive to City fiscal Constraints
- High transition cost, risk and disruption to switch providers

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Recommendation

Authorize the City Manager to exercise up to four, one-year options to extend the agreement with Unisys Corporation for IT Outsourcing Services, with the final option term ending on June 30, 2025 assuming all options are exercised, with a maximum compensation of \$8,356,309 for the initial option year ending on June 30, 2022 and future option years subject to the annual appropriation of funds.

