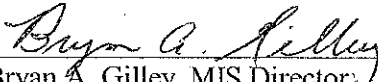


**Memorandum**  
**Purchasing Division**  
**MIS Division**

**F**

**TO:** Albert J. Rigoni, Village Manager

**FROM:**   
Michael Aleksic, Purchasing Agent

  
Bryan A. Gilley, MIS Director

**DATE:** May 22, 2009

**SUBJECT: OPEN TEXT DM SUPPORT & MAINTENANCE RENEWAL (Agenda Item)**

**Background:**

The Village manages most computer created documents electronically utilizing a document management software application.

Currently, the Village utilizes Open Text Corporation's DM document management software as its primary platform for document management. The software package is used for the management of the following applications: word processing, spreadsheet, presentation and archiving. It is necessary to execute a renewal of the maintenance contract in order to provide for uninterrupted support of the software used by the Village.

An annual maintenance agreement ensures that the Village's document management software is maintained properly. The contract scope provides the following deliverables:

- Unlimited calls to the Support Center (M-F, 8am-8pm EST)
- No-charge upgrades to the latest versions of supported products
- Software enhancements, modifications, and fixes
- Online access to the Open Text Knowledge Center Extranet
- Enhancement request process

**Budget, Project & Account:**

\$39,000.00 D31058: DOCS/DM5 Maintenance & Licenses 020-0420-418.03-20

**Recommendation:**

It is recommended that a renewal contract for software support and maintenance be awarded to Open Text Corporation, of Chicago, IL., the sole distributor of Open Text Corporation's DM Software, in the amount of \$32,840.05.

**Comments:**

In Fiscal Year 1999, the Village updated its entire network software and hardware infrastructure, which included the utilization of DOCS Open Document Management Software. In Fiscal Year 2007, the software was upgraded to the Hummingbird DM5 version of the software (currently known as Open Text DM) and 200 additional licenses were purchased to support increased use of the application. The Village currently owns 350 user licenses of DM software. This proprietary software package is offered and supported exclusively by Open Text Corporation. The Village has purchased this software and annual maintenance from its sole distributor since the original product purchase.

The renewal will provide for support, maintenance and help desk services. The support agreement also provides for free upgrades and "fixes" to any of the modules owned by the Village, as well as automatic receipt by the Village of annual or semi-annual software updates. Pricing for the upgrade was obtained through negotiation with Open Text Corporation, the sole distributor of DM software.

Cc: John Lockerby