

Memorandum
Purchasing Division
MIS Division

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TO: Albert J. Rigoni, Village Manager

FROM: 
Michael Aleksic, Purchasing Agent


Bryan A. Gilley, MIS Director

DATE: July 8, 2010

SUBJECT: OPEN TEXT DM SUPPORT & MAINTENANCE RENEWAL
Agenda Item – July 19, 2010 Village Board Meeting

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.

<u>Budget, Project & Account:</u>	\$33,500.00	#E31058	020-0420-418.03-20
	\$ 982.06	#E31056	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 \$34,482.06.

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, "fixes" and software updates:

- 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

Open Text Corporation originally announced a 10% increase in the cost of maintenance for 2010 renewals and billed us for \$36,124.06. However, due to the troubled economic climate, the Village's MIS Director requested Open Text Corporation forgo this scheduled increase. After some negotiation, Open Text Corporation staff agreed to reduce the increase to 5% and re-billed us for \$34,482.06.

cc: John Lockerby