

Memorandum
Purchasing Division
MIS Division

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TO: Albert J. Rigoni, Village Manager

FROM: 
Michael Aleksic, Purchasing Agent


Bryan Gilley, MIS Director

DATE: June 6, 2013

SUBJECT: Annual Novell Maintenance Purchase
Agenda Item – June 17, 2013 Village Board Meeting

Background:

The Village purchases maintenance and support services annually for Novell Open Enterprise Server, GroupWise, and ZENworks Configuration Management software. Novell Open Enterprise Server is the Network Operating System for the Village and allows for the networking of all workstations throughout the Village. GroupWise is the email software used by the Village, and ZENworks software facilitates configuration management and application deployment to workstations. The annual purchase of maintenance and support services for these software products is critical in ensuring system operability and providing uninterrupted systems access to the end users.

Budget & Account: \$57,700 020-0420-418.03-20

Recommended Contractor & Pricing:

It is recommended that a contract for the renewal of Novell annual maintenance and support services, in the amount of \$25,136.62, be awarded to Information Resources Systems (IR Systems), Wheaton, IL. IR Systems is an authorized Novell reseller and is our local preferred partner for Novell brand products and consulting services, including Novell Open Enterprise Server, GroupWise email software, and ZENworks software.

Comments:

Novell Open Enterprise Server is the network operating system of the Village. This software facilitates the connection of all workstations and allows for the sharing of files, applications, and other resources such as printers.

GroupWise is the email software used by the Village and allows staff to communicate electronically with each other, as well external parties via the Internet.

ZENworks Configuration Management software allows Village MIS staff to distribute applications to user's desktops and manage workstation configuration from a central location. This product prevents the need to have MIS staff visit each workstation to install new applications.

The maintenance and support agreement for Novell products includes bug fixes and all major product updates. Also included in the agreement are media kits, electronic support via the Internet, and technical support over the telephone. The Village purchases Novell products and maintenance under Novell's Master License Agreement (MLA), which includes a 42% discount off standard pricing. Further, for the second consecutive year, Novell did not increase the price of maintenance and support.

cc: John Lockerby