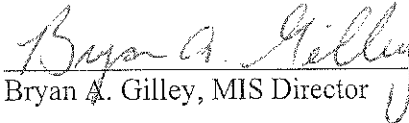


Memorandum
Purchasing Division
MIS Division

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TO: Albert J. Rigoni, Village Manager

FROM: 
Michael Aleksic, Purchasing Agent


Bryan A. Gilley, MIS Director

DATE: July 6, 2013

SUBJECT: **Open Text DM Support & Maintenance Renewal**
Agenda Item – June 17, 2013 Village Board Meeting

Background:

The Village manages most computer-created documents electronically utilizing a document management software application. Currently, the Village uses Open Text Corporation's eDOCS DM document management software as its primary platform for document management. DM is used for the management of the following document types: word processing documents, spreadsheets, presentations, and archiving (scanned images and PDFs). Renewal of the maintenance contract is necessary in order to provide uninterrupted support of the software used by the Village.

Budget & Account: \$41,000.00 020-0420-418.03-20

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 eDOCS DM Software, in the amount of \$39,917.29.

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 eDOCS 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, help desk services, "fixes", and software updates including:

- 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

In the contracted Terms and Conditions, Open Text Corporation reserves the right to increase maintenance by as much as 10% of the previous year's cost. However, this year, OpenText announced that maintenance costs would only be increased by 5% and billed the Village \$39,917.29. The Village's MIS Director requested that Open Text Corporation reduce the scheduled increase just as he had last year. Unfortunately, as was the case last year, Open Text Corporation's Support Renewals Specialist was unable to gain approval for a reduction of the 5% increase. OpenText's justification is that this is a general increase that applies to all customers and therefore cannot be reduced on a customer by customer basis.

cc: John Lockerby