

INFORMATION TECHNOLOGY

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January 31, 2017

To: Mahesh Sharma, County Administrator
From: Matt Hirst, Information Technology Director
Subject: Service Desk Software Maintenance and Support

Numara Footprints software license maintenance and support is due for renewal. Footprints is the service desk management application used by Information Technology and Facilities and Support Services to manage work orders.

The bid summary from Numara for three (3) years of maintenance and support is as follows:

<u>Product</u>	<u>Total</u>
Numara Footprints Support and Maintenance (3 years)	\$28,223.07
Total	\$28,223.07

It is recommended that the Board approve the bid from Numara in the amount of \$28,223.07.

The Numara proposal will renew maintenance and support for three (3) years and provide Information Technology the ability to obtain the latest updates and patches to the software as well software support 24x7. The result is a more functional and dependable computing environment.

Budget dollars are available in the Information Technology Department operational budget to fund the cost of this contract.

Notes:

- Numara Footprints license maintenance and support costs were \$27,637 in FY' 14.
- Ten (10) percent savings are obtained by renewing for three (3) years over annual renewals.

Encl: (1)



Quote

BMC Software Inc.
2103 CityWest Boulevard
Houston, Texas 77042 USA

Quote #: Q-00252413-1

Date: 15-DEC-2016

Support Contract ID:

Prepared By: Stacie Smith

This Quote is Valid Through: 28-MAR-2017 (unless executed)

Phone: +18132274558

License Type: Perpetual

Fax:

License Territories: USA

Email: stacie_smith@bmc.com

Line #	Part #	Product Name	Support Plan Support Period:*	Line Type	Licensed Capacity		License Unit Cost in USD	Support Unit Cost in USD	Total Per Product License Fee in USD	Total Per Product Support Fee in USD
					Unit of Measurement	# of Units				
1	FP1210632	FootPrints Service Core	BMC Continuous Support	Renewal Summary	per concurrent user	1				22,044.61
2	FPAC111099 1	Client Management	BMC Continuous Support	Renewal Summary	per node	1				6,178.46

Note(s):

Columns may not calculate to totals due to rounding.

* The Support Period for the renewed Products listed in the table above is set forth in the Renewed Asset Details.

License Fees: 0.00 USD

Number of Support Years Purchased: 3.0000 years

Support Fee (prior to PPM Discount, if applicable): 31,358.97 USD

Less PPM Support Discount (if applicable): -3,135.90 USD

Total Support Fees: 28,223.07 USD

Total Fees - Exclusive of applicable taxes: 28,223.07 USD

- Payment Conditions: Payment will be due within thirty days of receipt of an invoice unless otherwise indicated in the Agreement (as defined below).
- This Quote is an offer to license the Products and sell Support and any other items listed in the table above, subject to the terms and conditions of this Quote, and acceptance is expressly limited to the terms and conditions of the Quote.
- To accept this offer and complete a purchase: sign and submit this document to BMC Software Inc. ("**BMC**"), OR submit an executed purchase order, to BMC referencing Quote number (Q-00252413-1), with this Quote attached. Each party warrants and represents that a duly authorized representative of such party has executed this Quote and this Quote constitutes the legal, valid and binding obligation of such party. When a party has executed this Agreement using an electronic or digital signature that party warrants and represents that the signature is legally binding and satisfies all legal requirements.



CUSTOMER: Scott County Courthouse

Signature: _____

Printed Name: _____

Title: _____

Date: _____



1. **License Definitions/Restrictions.**

General Unit of Measurement	Unit of Measurement Definition
per concurrent user	A license is required for the maximum number of individual employees or contractors of Customer to whom simultaneous access has been granted to the Product on a computer or multiple computers.
per instance	A license is required for all named occurrences of the Product created or installed in the Enterprise.
per named user	A license (with a Classification at the appropriate Level, if applicable) is required for each individual employee or contractor or client of Customer. When user-based interaction is required, a license is required for all individuals for whom access has been granted to the Product on a computer or multiple computers typically via the issuance of a unique ID regardless of whether the individual is actively using the Product at any given time.
per node	A license is required for every Node which the Product manages and/or monitors. "Node" means a laptop, desktop, or any virtual or physical Computer that provides a service for other Computers or users connected to it via the Internet, extranet, intranet, or other networked technologies.

2. **Terms and Conditions.**

- Upon execution by Customer, this Quote becomes an "**Order**" under the license agreement provided with the Products, a copy of which may be viewed at http://media.cms.bmc.com/documents/end_user_license_agreement.pdf (the "**Agreement**"), the terms of which are incorporated into this Order.
- A description of BMC's current Support offering is located at <http://www.bmc.com/support/review-policies>.
 - The Products may contain hyperlinks to websites controlled by parties other than BMC. BMC is not responsible for and does not endorse the content or accept any responsibility for Customer's use of these websites. Customer should refer to the policies posted by other websites regarding data privacy and other topics before using them. In the event of any inconsistency or conflict between this Order and the Agreement, this Order will control. Any additional or conflicting terms of Customer's acceptance of this offer, including any purchase order are rejected by BMC. Neither party may terminate this Order for its convenience.
 - If requested by BMC, and not more than once a year, Customer agrees to deliver to BMC within 30 days of such request, as specified by BMC either (a) periodic Product usage reports generated from specific Products or (b) written periodic Product usage reports to be provided solely when the Product does not generate reports. If Customer is found to have exceeded its Licensed Capacity for a Product based on such reports, then Customer agrees to pay the applicable fees for the additional capacity upon receipt of an invoice from BMC.
 - The Renewed Assets Details table below provides further detail for the Products and Support identified in the initial table of this Order.

Renewed Asset Details

Ref. Line #	Asset # / Serial Number	Product Name	Support Contract	# of Units	Support Period	# of Months	Install Address
1	2368712 FP1210632	FootPrints Service Core Additional Concurrent User Agents	528992	6	29-MAR-2017 to 28-MAR-2020	36.0000 00	400 W 4th St Davenport IA 52801-1104 USA
1	2368715 FP1210632	FootPrints Service Core 5 Named User Software Package	528992	1	29-MAR-2017 to 28-MAR-2020	36.0000 00	400 W 4th St Davenport IA 52801-1104 USA
1	2368714 FP1210632	FootPrints Service Core Additional Named User Agents	528992	15	29-MAR-2017 to 28-MAR-2020	36.0000 00	400 W 4th St Davenport IA 52801-1104 USA
1	2368713 FP1210632	FootPrints Service Core Dynamic Address Book Link /LD AP	528992	1	29-MAR-2017 to 28-MAR-2020	36.0000 00	400 W 4th St Davenport IA 52801-1104 USA
2	2360397 FPAC1110991	BMC Client Management - Inventory	528992	500	29-MAR-2017 to 28-MAR-2020	36.0000 00	400 W 4th St Davenport IA 52801-1104 USA
2	2360398 FPAC1110991	BMC Client Management Master Server	528992	1	29-MAR-2017 to 28-MAR-2020	36.0000 00	400 W 4th St Davenport IA 52801-1104 USA

BILL TO INFORMATION:

Company	Scott County Courthouse
Address:	400 W 4th St Davenport IA 52801



	USA
Contact:	Matt Hirst
Email:	matt.hirst@scottcountyiowa.com

THE COUNTY AUDITOR'S SIGNATURE CERTIFIES
THAT THIS RESOLUTION HAS BEEN FORMALLY
APPROVED BY THE BOARD OF SUPERVISORS ON

DATE

SCOTT COUNTY AUDITOR

R E S O L U T I O N

SCOTT COUNTY BOARD OF SUPERVISORS

February 9, 2017

APPROVING PURCHASE OF SERVICE DESK SOFTWARE MAINTENANCE AND
SUPPORT

BE IT RESOLVED BY the Scott County Board of Supervisors as follows:

Section 1. The purchase of three (3) years of Numara Footprints software
maintenance and support in the amount of \$28,223.07 is hereby
approved.

Section 2. This resolution shall take effect immediately.