

**INFORMATION TECHNOLOGY**

400 West Fourth Street
Davenport, Iowa 52801-1104

Ph: (563) 328-4100 Fax: (563) 326-8669
www.scottcountyiowa.com

February 25, 2020

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, Facilities and Support Services, Conservation and SECC 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)	\$29,970.89
Total	\$29,970.89

It is recommended that the Board authorize the IT Director to sign a service agreement with Numara in the amount of \$29,970.89.

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 \$28,223.07 in FY' 17.
- Numara Footprints license maintenance and support costs were \$27,637.00 in FY' 14.
- Ten (10) percent savings are obtained by renewing for three (3) years over annual renewals.

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

March 5, 2020

APPROVING PURCHASE OF SERVICE DESK SOFTWARE MAINTENANCE AND
SUPPORT

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

- Section 1. The authority of the IT Director to sign a service agreement for the purchase of three (3) years of Numara Footprints software maintenance and support in the amount of \$29,970.89 is hereby approved.
- Section 2. This resolution shall take effect immediately.