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**CITY OF TEMPE  
REQUEST FOR COUNCIL ACTION****Council Meeting Date: 05/26/2016  
Agenda Item: 5B5**

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**ACTION:** Approve a one-year sole source contract renewal for software maintenance and support with Infor Public Sector, Inc. for the City's infrastructure management system.

**FISCAL IMPACT:** Total cost of this contract will not exceed \$94,432.52 during the one-year contract period. Sufficient funds have been appropriated in General Fund cost center 1991 (IT Administration) for the anticipated expenditures in the current fiscal year.

**RECOMMENDATION:** Approve the contract renewal.

**BACKGROUND INFORMATION:** (IT08-157-01) Infor Public Sector, Inc. (Infor) is the only company that can provide software updates and support for its products. The City has utilized Infor for the past 16 years. Infor provides maintenance and support services for the City's asset maintenance/management, work order management and inventory management tools that are used by the Community Services, Internal Services and Public Works Departments.

**Contractor Performance**

The performance of Infor Public Sector, Inc. was rated by City staff on the following criteria:

Criteria	Infor Public Sector, Inc.
Personnel are responsive, cooperative, and available	A
Overall quality of products or services delivered	A
Timeliness of performance	A
Quality of follow-up in resolving complaints or problems	A
Firm's promptness in submitting accurate invoices	A

(A = Exceeds Standards; B = Meets Standards; C = Below Standards)

**Renewal Cost**

This year's price represents a 6-percent increase from the previous year's pricing. Software maintenance renewals typically include a 3 to 10 percent price increase on average

**ATTACHMENTS:** N/A

**STAFF CONTACT(S):** Dave Heck, Deputy Internal Services Director - Information Technology, (480) 350-8777

Department Director: Renie Broderick, Internal Services Director

Legal review by: David Park, Assistant City Attorney

Prepared by: Ted Stallings, CPPB, Procurement Officer