



Office of the City Manager

CONSENT CALENDAR
May 26, 2020

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Savita Chaudhary, Director, Information Technology
Subject: Contract: Software AG, Inc. for Software, maintenance and professional services for Data Integration Middleware Platform webMethods

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a new contract with Software AG, Inc. for Software, maintenance and professional services for Data Integration Middleware Platform webMethods in an amount not to exceed \$436,000 for the term June 1, 2020 to June 30, 2023.

FINANCIAL IMPLICATIONS

Funding is allocated for Fiscal Year (FY) 2020-2023 in the Department of Information Technology Cost Allocation budget as outlined below, and the funding in the future years is subject to Council approval of the proposed citywide budget and Annual Appropriation Ordinances.

Summary:

\$224,228	Total FY 2020: Software Maintenance and Professional Services
\$65,618	Total FY 2021: Professional Services
\$78,468	Total FY 2022: Software Maintenance
\$67,686	Total FY 2023: Software Maintenance
\$436,000	Total FY20-23: Software Maintenance and Professional Services

	FY 2020: Software Maintenance
\$89,228	Budget Code: 680-35-362-376-0000-000-472-613130- (IT Cost Allocation, Project Management, Software Maintenance)

	FY 2020: Professional Services
\$135,000	Budget Code: 680-35-362-376-0000-000-472-612990- (IT Cost Allocation, Project Management, Professional Services)

\$224,228	Total FY 2020: Software Maintenance and Professional Services
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	FY 2021: Professional Services (Rent Stabilization Board)
\$45,000	Budget Code: 680-35-362-376-0000-000-472-612990- (IT Cost Allocation, Project Management, Professional Services)

\$20,618	FY 2021: Professional Services (Contingency) Budget Code: 680-35-362-376-0000-000-472-612990- (IT Cost Allocation, Project Management, Professional Services)
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\$65,618	Total FY 2021: Professional Services
\$78,468	FY 2022: Software Maintenance Budget Code: 680-35-362-376-0000-000-472-613130- (IT Cost Allocation, Project Management, Software Maintenance)
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\$78,468	Total FY 2022: Software Maintenance
\$67,686	FY 2023: Software Maintenance Budget Code: 680-35-362-376-0000-000-472-613130- (IT Cost Allocation, Project Management, Software Maintenance)
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\$67,686	Total FY 2023: Software Maintenance

CURRENT SITUATION AND ITS EFFECTS

The City uses Software AG’s webMethods software as its enterprise middleware platform to bridge different City software applications and to automate workflows. This allows for more efficient use of City staff time and facilitates more timely and accurate communications to the public. Examples of key applications that use webMethods include FUNDS\$, Lagan, Accela, and the Rent Stabilization Board’s Rent Tracking System (RTS).

As the City deploys new hosted software applications to replace different modules within FUNDS\$, the webMethods platform plays a critical, expanded role. These new replacement applications, such as Work Orders for Public Works and Parks, Recreation and Waterfront along with the Zero Waste Billing software, will use webMethods for real time automation with existing, on premise enterprise systems such as Lagan and ERMA. This expanded automation will enhance the City’s ability to respond to the public and increase workflow efficiencies.

The current system is out of support and the City seeks additional licensing, support, and professional services to upgrade the webMethods platform to the latest version of software as well as to assist with integration work required for the successful implementation of the new replacement programs for FUNDS\$.

This software helps the City to attain its Strategic Plan goal to be a customer-focused organization that provides excellent, timely, easily accessible service and information to the community.

BACKGROUND

In 2007, the Department of Information Technology began investigating alternatives to duplicate data entry and customized “point-to-point” programming for software integration. After extensive research (including consultation with the Gartner Group, an independent technology advisory firm), staff recommended acquisition of middleware to provide a central hub for streamlining connectivity between disparate software systems.

Software AG was selected as the recommended vendor after a formal Request for Proposals (RFP) process. In December 2007, City Council authorized \$140,000 for the acquisition Software AG's webMethods.

In February 2011, City Council authorized an additional \$70,000 which included additional licensing for expanded use and an additional two years of maintenance. In December 2012, City Council authorized an additional \$51,055 which included continued licensing and two additional years of maintenance.

In July 2014, the Rent Stabilization Board went live with Rent Tracking System (RTS) that was built on the webMethods software platform. In March 2015, City Council authorized \$250,000 to install, configure, and support the City's first comprehensive system upgrade since 2007, as well as maintenance through June 2017.

In March 2016, City Council authorized \$45,000 to design, develop, configure, and test an online payment portal integration to allow for online payments of the Rent Stabilization Board's Annual Registration Fees. In November 2016, City Council authorized \$108,623 in spending to update the Accounts Receivable portion of RTS that improved the stability of the software and reduced the number of support calls to IT.

ENVIRONMENTAL SUSTAINABILITY

Software AG automates workflows across City departments and builds technical bridges between the City software systems, which indirectly contributes to an improvement in sustainable practices. For example, the integration between FUND\$ and the Zoning and Permitting system, built using Software AG, allows customers to apply for Zoning Certificates online, reducing the use of paper and greenhouse gas emissions for travel to the Permit Service Center.

RATIONALE FOR RECOMMENDATION

Software AG's webMethod's platform has proven to be a valuable application that supports a wide array of City-wide business processes, including workflow automation and bridge-building between hosted and on-premise software. As FUND\$ replacement proceeds and more applications are deployed, the ability to automate more business process will become more crucial.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered completing the comprehensive system upgrade without vendor services. However, the risk of allowing the webMethods platform to falter due to the lack staff experience with such an overhaul is too high, especially given plans to continue implementing upgraded software systems throughout the City.

CONTACT PERSON

Savita Chaudhary, Director, Information Technology, 510.981.6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

Contract: Software AG, Inc. for Software, maintenance and professional services for Data Integration Middleware Platform webMethods

WHEREAS, in 2007 the City conducted thorough evaluation of eligible vendors and products through a formal Request for Proposal (RFP) with Specification No. 07-10202-C and selected Software AG's webMethods as a "middleware" integration platform; and

WHEREAS, the City uses Software AG's webMethods software as its enterprise middleware platform to bridge disparate City software applications and automate workflows with key City applications such as FUND\$, Lagan, and Accela; and

WHEREAS, in 2014 the City built the Rent Tracking System on the webMethods platform; and

WHEREAS, in 2016 the City went live with an online payment portal for the Rent Tracking System and updated RTS to improve software stability and reduce support calls; and

WHEREAS, the City requires webMethods to successfully implement new applications that will replace the legacy FUND\$ system; and

WHEREAS, funding is allocated for Fiscal Year (FY) 2020-2023 in the Department of Information Technology Cost Allocation budget and the funding in the future years is subject to Council approval of the proposed citywide budget and Annual Appropriation Ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to enter into a new contract with Software AG, Inc. for Software, maintenance and professional services for Data Integration Middleware Platform webMethods for a total not to exceed \$436,000 from June 1, 2020 to June 30, 2023.