

CITY OF PALM DESERT

STAFF REPORT

MEETING DATE: June 26, 2025

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SUBJECT: APPROVE ANNUAL COMPUTER SOFTWARE AND HARDWARE
MAINTENANCE FOR THE LISTED VENDORS IN THE ESTIMATED
AMOUNT OF \$1,852,183 AND AUTHORIZE CITY MANAGER TO
EXECUTE RENEWAL AGREEMENTS

RECOMMENDATION:

1. Approve Fiscal Year 2025-26 recurring annual computer software and hardware maintenance costs for the listed vendors in the estimated amount of \$1,852,183.
2. Authorize the City Manager to execute renewal agreements, change orders, amendments, and any document necessary to effectuate this action.

BACKGROUND/ANALYSIS:

The Information Technology required to support the City's operations encompasses a wide array of hardware, software, and cloud services. These technologies are pivotal in the City's daily operations, aiding everything from administrative functions to the delivery of essential public services. As technology advances, software solutions and hardware have become integral to managing operations and engaging with citizens.

Each system requires maintenance agreements and annual subscriptions. For hardware, these agreements ensure that staff receive essential updates, patches, and technical support. For software, they support the use of both cloud-based and on-premises applications and provide access to updates and real-time technical support, which are critical for maintaining the City's core business functions.

The attached report provides the estimated costs for each vendor and includes a brief description of the purpose of the related recurring software or hardware. These software licenses and maintenance services are procured through a range of pricing strategies. Some are acquired through government contract pricing, while others come from partners of the City's Enterprise software vendors that support system integration or are available as sole-source services. Additionally, many are proprietary software products.

All prices listed in Attachment 1 are estimates, derived from previous fiscal year costs with an anticipated 3-5% increase, reflecting typical annual pricing adjustments by software vendors. The list also includes estimated costs for new software programs for FY 2025-26. In each instance, staff carefully evaluates pricing and effectiveness to ensure the city secures the best overall value.

Moreover, due to the fast-paced progression of technology demands, it is anticipated that throughout the year, the city may add, remove or alter this list to achieve additional initiatives in the IT Master Plan not to exceed the approved dollar amount being requested here.

Legal Review:

This report has been reviewed by the City Attorney's Office.

FINANCIAL IMPACT:

The total estimated FY 2025-26 maintenance costs for the annual computer software and hardware for the listed vendors is \$1,852,183. This sum is an estimate, acknowledging that costs may fluctuate as needs are assessed, products are removed, or renewals occur. Funds will be allocated in the proposed FY 2025-26 Information Technology budget (1104190-4362001, 1104190-4336000).

For reference below are the past 3 years of IT Maintenance Costs:

	<i>FY 2022-23</i>	<i>FY 2023-24</i>	<i>FY 2024-25</i>
<i>Software</i>	528,526	1,651,359	1,454,604
<i>Hardware</i>	394,529	24,954	39,873
<i>Total</i>	923,055	1,676,313	1,494,477

**FY 2023-24 Includes costs associated with addition of Clariti LMS Implementation*

ATTACHMENTS:

1. FY2025-26 Software and Hardware Maintenance List