



Agenda Report

MEETING DATE: Tuesday, February 7, 2023

TO: City Council

FROM: INNOVATION & TECHNOLOGY DIRECTOR GILL

THROUGH: CITY MANAGER MENDEZ

SUBJECT: INCREASE TEAMDYNAMIX CONTRACT TO SUPPORT
AUTOMATION AND ADDITIONAL DEPARTMENTS

RECOMMENDED ACTION:

Adopt a resolution approving the First Amendment to the Contract between the City and TeamDynamix, amending the scope of work and adding to the compensation, and authorizing the City Manager to execute same.

BACKGROUND:

On August 24, 2022, staff selected TeamDynamix as the enterprise service management solution to support IT Service Management for the IT department. The initial purchase followed purchasing rule outlined in Chapter 5, Article 3 of the Watsonville municipal code. After vendor demonstrations, customer interviews, and department staff agreement, the purchase was completed.

DISCUSSION:

During the software implementation phase, staff found processes incorporating data from multiple internal sources are overly complex and often turn into manual processes. Part of the timeline of the software maturity was to purchase IPaaS in 2024. However, the need to move the purchase timeline forward is apparent. Working with TeamDynamix, the charge to use IPaaS will be free until the next maintenance and support payment is due in September 2023.

STRATEGIC PLAN:

This software supports Strategic Plan Priority:

7 - Efficient and Well-Performing Government

FINANCIAL IMPACT:

The additional funds for IPaaS, \$35,000, will come from annual budgeted funds in the IT hosted software services line item (790-285-7360). As other departments begin using the software, funds will be identified for those departments.

ALTERNATIVE ACTION:

Due to the specific functionality of the IPaaS option, no reasonable alternatives are known at this time.