

TO: Andrew P. Powers, City Manager

FROM: Jaime Boscarino, Finance Director

DATE: March 25, 2025

SUBJECT: Citywide License/Maintenance Software Agreement

RECOMMENDATION:

1. Award agreement with Superion, LLC, a CentralSquare Technologies, LLC company (Lake Mary, FL) (Superion) for a three-year period from November 1, 2024, through October 31, 2027, with the option to extend for two additional one-year terms, for software licenses and maintenance, in an amount of \$1,071,613.02, plus \$125,000 for extra services for a total not-to-exceed amount of \$1,196,613.02, and recommend Superion be designated as a single-source vendor.
2. Authorize expenditure in FY 2024-25 in the amount of \$218,934.95 from A/C #001-3410-612-3122 (General Fund, Computer Software Licenses).
3. Find that this action is not a project as defined under the California Environmental Quality Act.

LEVINE ACT ITEM: Yes

FINANCIAL IMPACT:

No Additional Funding Requested. \$193,934.95 for first-year software licenses and maintenance cost plus \$25,000 for extra service is included in the Adopted FY 2024-25 General Fund Budget. Additional funds for the remaining contract term will be requested during the upcoming biennial budget processes.

BACKGROUND:

The City has utilized software from Superion, LLC, a CentralSquare Technologies, LLC company (Superion), formerly SunGard Public Sector, Inc. and HTE, Inc., since 1987. This software supports critical citywide functions including Financials, Payroll and Personnel, Human Resources, Purchasing, Utility Billing, and Asset Management. These applications are essential for both public services and internal City operations.

Since November 1, 2019, the City has hosted the system in a cloud environment, transitioning from an on-premises infrastructure. Cloud hosting provides significant benefits, including increased system stability, expanded support coverage, enhanced disaster recovery capabilities, and cost efficiencies. Superior manages hardware, system upgrades, backups, and security, including software patching and configuration in accordance with industry best practices. The transition from on-premise to cloud hosting has allowed the City's Information Technology (IT) staff to redirect their focus from system maintenance to other strategic initiatives.

DISCUSSION/ANALYSIS:

On January 28, 2025, City Council approved the five-year Information Technology Strategic Plan (ITSP). A key initiative within the ITSP is the evaluation and replacement of the City's Enterprise Resource Planning (ERP) system. This initiative involves a multi-phase process, including a detailed scoping project, assessing business requirements, reviewing existing applications, conducting a Request for Proposals (RFP) process, selecting a vendor, negotiating a contract and completing the implementation process. Given the complexity of this transition, the complete transition to a new system is planned over multiple years.

While the transition is underway, it is essential to maintain the City's existing Superior ERP system to ensure continuity of City operations. Given the system's legacy nature and specialized knowledge required for its upkeep, it is recommended that Superior be designated as a single-source vendor during this period. The original five-year cloud agreement expired on October 31, 2024. Staff recently completed negotiations for a new agreement with Superior that aligns with the City's evolving needs. These negotiations have been ongoing and were crucial to securing the City's required services. The new contract provides the City with the flexibility to remove modules as needed, thereby reducing costs and achieving savings if software requirements change.

Staff recommends approval of the agreement (Attachment #1) with Superior, and that Superior be designated as a single-source vendor to ensure uninterrupted City services while the ERP initiative progresses through its evaluation, selection, and implementation phases.

LEVINE ACT (California Government Code § 84308):

This item is subject to the Levine Act. City Councilmembers who have received a campaign contribution of more than \$500 (aggregated) within the preceding 12 months from a party or their agent/representative, or a financially-interested participant involved in this proceeding may do either of the following: (1) disclose the contribution on the record and recuse themselves from this proceeding; or if applicable (2) return the portion of the contribution that exceeds \$500 within 30

days from the time the official knew or should have known about the contribution, and participate in the proceeding.

All parties and their agents/representatives must disclose on the record of this proceeding any aggregated contribution of more than \$500 made to any Councilmember within the preceding 12 months. Councilmembers are prohibited from accepting, soliciting, or directing a campaign contribution of more than \$500 (aggregated) from a party, their agent/representative, or a financially-interested participant during a proceeding and for 12 months following the date a final decision is made. In addition, a party, their agent/representative, or a financially-interested participant is prohibited from contributing more than \$500 (aggregated) to a Councilmember during a proceeding and for 12 months following the date a final decision is made.

COUNCIL GOAL COMPLIANCE:

Meets the following City Council goal:

C. Operate City government in a fiscally and managerially responsible and prudent manner to ensure that the City of Thousand Oaks remains one of California's most desirable places to live, work, visit, recreate, and raise a family.

PREPARED BY: Eddie Hughes, IT Manager

Attachments:

Attachment #1 – Agreement with Superion, LLC