

BCC Mtg. Date: May 10, 2016



## Interoffice Memorandum

April 19, 2016

TO: Mayor Teresa Jacobs  
and the Board of County Commissioners

FROM: *CW* Carrie Woodell, Acting Manager, Procurement Division

CONTACT: Rafael Mena, Chief Information Officer, Information Systems and  
Services Division  
407-836-5200

SUBJECT: Approval of Renewal of Software Support and Annual Maintenance  
for Oracle Applications and Databases

### ACTION REQUESTED:

Approval of renewal of Software Support and Annual Maintenance for Oracle Applications and Databases, with Oracle USA, Inc., in the amount of \$541,339 for the period of May 31, 2016 through May 30, 2017.

### PROCUREMENT:

Oracle databases support critical applications including Oracle's PeopleSoft Human Capital Management (HCM) and Oracle's PeopleSoft Enterprise Revenue management (ERM) applications.

### FUNDING:

Funding is available in the account number 0001-031-0506-3192.

### APPROVALS:

The Information Systems and Services Division concurs with this recommendation.

### REMARKS:

Oracle USA, Inc. is the only company authorized to support and maintain its products. Although this service is proprietary to Oracle, competition may be obtained through Oracle's authorized resellers, but will result in an additional mark up to the support costs. Therefore, staff has concluded that contracting directly with Oracle for this proprietary software maintenance is in the County's best interest. This approach offers the County the lowest service cost and allows for direct contract administration activities with Oracle without having to go through a third party.

The renewal cost is considered reasonable based on market research where software maintenance and support services average annual increase for similar services range from 2% to 5%. Since last year, cost has increased no more than 3%. This renewal also includes additional licenses for upgrades.