

CITY COUNCIL MEETING OF: MARCH 21, 2018

happens and IT deems it is necessary, they rely on third-party partners, and the Masters Service Agreement authorizes their Department to use a contractor to fulfill the service needed. MR. SHERWOOD clarified that the amount is not-to-exceed \$250,000 annually; however, this does not mean the IT Department will spend this money. Other departments must have money allocated in their budget to provide for this type of service. The Various Funds notation is also indicated since IT does not necessarily know ahead of time if a department will need to use this type of service; however, if the department has not allocated funding for such a service, it will not be provided. MR. SHERWOOD explained that under these types of circumstances, it is the IT Departments responsibility to ensure the right company is secured to do the job, that the work is efficiently performed and the right standards have been met in order for the Citys technology to work properly.

In response to MAYOR GOODMANS inquiries as to the Request for Proposal (RFP) process, length of time and monitoring the work, MR. SHERWOOD explained that certain software programs have specific vendors who are provided by the company to provide work. As an analogy, he explained that someone could take their Ford to a mechanic other than a Ford mechanic; however, they may not be authorized or certified to complete the work. Therefore, similar to that scenario, IT will select only authorized and certified companies to perform the work, and Arisant LLC provides a very specific service for Oracle applications that are used throughout the City. MR. SHERWOOD also provided greater detail on how this process is broken down.

In response to MAYOR GOODMANS question as to who follows up on the quality control after the work has been performed, MR. SHERWOOD explained that this generally falls under the IT Department and he, personally, looks at these items to ensure they are financially based and fit the request. This is usually done for high-visibility projects that go through an IT Management multi-stage approval process where the business partner works directly with the IT Department, their own manager and himself. MR. SHERWOOD noted that ultimately, the IT Department is accountable to the internal department who has solicited the request and must be happy with the work that was performed. MR. SHERWOOD agreed with MAYOR GOODMANS statement that the IT Department is inspecting what the City expects for performance.

COUNCILWOMAN FIORE reiterated that the request is for \$250,000 to be set aside for issues that the City may not be aware of. With that, she requested that moving forward with the budget process, she would like to know where the money goes, be made aware of any portion of it that is not used and why the sum of money is being put aside for unforeseen problems. MR. SHERWOOD explained that money is not really being put aside, as this agreement is a mechanism to allow the IT Department to take action right away in the event a department needs emergency assistance for a service that IT is not qualified to perform. He noted that once the department making the requests has identified the funding to pay for the service, IT then enters into a contract with a third party so that action can be taken and the problem can be resolved. He

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added that should the amount exceed the \$250,000, he would be required to come before the City Council to make the formal request for the additional funding; however, he did not believe more money would be necessary for the fiscal year.

MR. SHERWOOD affirmed for COUNCILMAN COFFIN that at the end of the fiscal year, any unspent money will be reverted to the General Fund and will be accounted for all the way through.

See Item 11 for related discussion.

