

Staff Summary Report

Council Meeting Date: 08-14-2008

Agenda Item Number: _____

SUBJECT: Request to award a one-year sole source contract to Tata Consulting Services, Ltd., for annual software maintenance and technical assistance for the business license/privilege tax software system used by the Tax and License Division of the Financial Services Department.

DOCUMENT NAME: 20080814fst17 **PURCHASES (1004-01)**

SUPPORTING DOCS: Yes

COMMENTS: (Sole Source #08-181) Total cost for this contract shall not exceed \$104,000 during the contract period.

PREPARED BY: Ted Stallings, CPPB, Procurement Officer, 480-350-8617

REVIEWED BY: Michael Greene, CPM, Central Services Administrator, 480-350-8516
Gene Obis, IT Manager, 480-350-8353
Brigette LeSurf, Sr. Management Assistant, 480-350-2920

**LEGAL REVIEW AS
TO CONTRACT FORM**

ONLY: Jenae Naumann, Assistant City Attorney, 480-350-8402

FISCAL NOTE: Sufficient funds have been appropriated in cost center 1994.

RECOMMENDATION: Award the contract.

ADDITIONAL INFO: The City originally started using Tata Consulting Services business license/privilege tax software system in 2002. Tata Consulting Services, Ltd. is the sole provider of software maintenance for the City's business license/privilege tax software system. Annual maintenance provides the City with maintenance and technical assistance.

AMENDMENT

THIS AMENDMENT (the "Amendment") to the agreement dated January 25, 2002 for a Business License or Privilege Tax System – 'Tax Mantra' (the "Main Agreement") is made on _____, 2008, effective from June 1, 2008 (the "Effective Date"), by and between The City of Tempe ("Customer") having its office at 31 E, 5th Street, Tempe AZ 85281 and Tata Consultancy Services Limited ("TCS") having its corporate office at TCS, Raveline Street, Fort Mumbai 400 001.

Customer and TCS jointly referred to as the "Parties"

Recitals:

A. The Customer and Tata Infotech Ltd entered into the aforesaid Main Agreement for a Business License or Privilege Tax System The said Tata Infotech Ltd., amalgamated with TCS in terms of the scheme of amalgamation approved by the High Court at Mumbai and all contracts, deeds, bonds, agreements, arrangements, incentives, licenses, engagements, registrations and other instruments of what so ever nature to which M/s Tata Infotech Ltd., was a party or to the benefits of which M/s Tata Infotech Ltd., was eligible and which have not been lapsed and are subsisting as on February 1, 2006, are now in full force and effect against and in favour of TCS .

B. The initial term of the Main Agreement was extended by the parties through mutual understanding and has expired on 31st May 2008. The Parties desire to extend the period for a period of one year i.e. from 1st June 2008 to 31st May 2009.

C. Further the Parties desire to amend certain other terms of the Main Agreement as set forth in this Amendment.

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein the Parties agree as follows:

1. The Term of the Main Agreement shall be extended by one year until May 31, 2009.
2. The payments by the Customer to TCS shall be made in accordance with Schedule A.
3. Support levels and related SLAs shall be as provided in Schedule B.

Except to the extent expressly and specifically mentioned in this Amendment, this Amendment does not modify or amend any other terms contained in the Main Agreement.

Subject to the foregoing, all the terms and conditions of the Main Agreement shall continue to be in full force and effect throughout the term of this Amendment.

IN WITNESS WHEREOF, the Parties have caused this Amendment to be signed by their duly authorized representatives.

City of Tempe

By: _____

Print Name: _____

Title: _____

Date: _____

Tata Consultancy Services Ltd.

By: _____ *[Signature]*

Print Name: TANMAY CHAKRABARTY

Title: VICE PRESIDENT & HEAD -
GOVERNMENT INDUSTRY SOLUTIONS UNIT

Date: August 04, 2008

TV

Schedule A

Tax Mantra Bronze Level Support

From June 1, 2008 to May 31, 2009 (Support Period)

Price: US\$ 104,000 (US Dollars One hundred and four thousand only)

Payable in advance at the start of the Support Period

7/21

Schedule B

Customer has opted for Bronze level support. This section defines the support level and the related SLAs.

#	Parameter	Bronze
1	Timings	8 Hour Support (8 AM to 4 PM MST)
2	Days	5 Days a week excluding Indian holidays
3	Type of Support	Email Support & Phone support only for Severity I issues
4	Free Product Releases for bug fixes	Free
5	Free Product Upgrades	Chargeable
6	Escalation path	No
7	Onsite support	No
8	Emergency Release (not exceeding one per week)	No
9	Toll free Access	No
10	e-Mail Acknowledgement (from receipt time)	Up to 1 Business days
11	Response to Queries	Up to 5 Business days
12	Response/Analysis to Priority I defects	Up to 7 Business days
13	Response/Analysis to Priority II defects	Up to 20 Business days
14	Dedicated Support Manager	No
15	Dedicated Email ID for Support	No
16	Status Call between Client Management and Support Team	4 Per year
17	# of Phone Calls to Help Desk	48 per year