

**RESOLUTION  
ROCK COUNTY BOARD OF SUPERVISORS**

Finance Committee  
INITIATED BY



Dara Mosley  
DRAFTED BY

Finance Committee  
SUBMITTED BY

October 26, 2019  
DATE DRAFTED

**AUTHORIZING PURCHASE OF IVANTI IT SERVICE MANAGEMENT  
SOFTWARE**

- 1 **WHEREAS**, the 2018 Baker Tilly audit identified a need for implementing configuration and change
- 2 management within the County Information Technology department; and,
- 3
- 4 **WHEREAS**, a workgroup of IT staff evaluated several service desk software products, and selected Ivanti
- 5 as the best choice for Rock County; and,
- 6
- 7 **WHEREAS**, the Ivanti Service Management software includes change management, configuration
- 8 management, help desk ticketing, problem resolution, and software and hardware tracking; and,
- 9
- 10 **WHEREAS**, the software is available from CDW-G, Inc. on State Contract #505ENT-M16-
- 11 VARSOFTWARE-04; and,
- 12
- 13 **WHEREAS**, funds for implementation of this software are available in the 2019 Information Technology
- 14 budget, and ongoing costs are included in the 2020 Recommended Budget.
- 15
- 16 **NOW, THEREFORE, BE IT RESOLVED** that the Rock County Board of Supervisors duly assembled
- 17 this 14<sup>th</sup> day of November 2019 authorize the purchase agreement with CDW-G, Inc. for an
- 18 amount not to exceed \$106,650.40 for the purchase of the Ivanti Service Management software.

19-11D-356

Respectfully submitted,

FINANCE COMMITTEE

Mary Mawhinney  
Mary Mawhinney, Chair

Mary Beaver  
Mary Beaver, Vice Chair

Absent  
Brent Fox

J. Russell Podzilni  
J. Russell Podzilni

Bob Yeomans  
Bob Yeomans

AUTHORIZING PURCHASE OF IVANTI IT SERVICE MANAGEMENT SOFTWARE

Page 2

FISCAL NOTE:

Funds are available in the 2019 budget for the purchase of this software and in the 2020 budget for the annual maintenance costs.



Sherry Oja  
Finance Director

LEGAL NOTE:

The County Board is authorized to take this action pursuant to secs. 59.01 and 59.51, Wis. Stats. In addition, sec. 59.52(29), Wis. Stats. requires the project to be let to the lowest responsible bidder.



Richard Greenlee  
Corporation Counsel

ADMINISTRATIVE NOTE:

Recommended.



Josh Smith  
County Administrator

## Executive Summary

The Information Technology audit, performed by Baker Tilly in 2018, identified several shortcomings concerning change management, configuration management, and software tracking. Ivanti's IT Service Management software addresses these concerns, and replaces the current Help Desk ticketing system previously developed by Rock County IT in 1996.

A workgroup within the IT staff evaluated several software packages before determining that the Ivanti software best matches the needs of both the Rock County IT staff as well as non IT staff.

The software will allow IT staff to more easily inventory the County's hardware and software, identify related support calls, create a knowledge base that the users can reference, and track changes that are occurring in the vast quantity of County-owned systems.

Along with the software, Ivanti will provide training for the IT staff on configuration and the best use of the system.

The access points are available from CoreBTS, Inc. under state Contract #:505ENT-M16-DATATCOMM-01.

Funds for implementation of this software are available in the 2019 Information Technology budget, and ongoing costs are included in the 2020 Recommended Budget.

This resolution authorizes Rock County Information Technology to purchase the Ivanti IT Service Management Software from CDW-G, Inc. for an amount not to exceed \$106,650.40



# QUOTE CONFIRMATION

DEAR GRANT ZICKERT,

Thank you for considering CDW•G for your computing needs. The details of your quote are below. [Click here](#) to convert your quote to an order.

Thanks.



**ACCOUNT MANAGER NOTES:**

Adam Flynn  
Executive Account Manager  
866-723-3621  
adamfly@cdwg.com


QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
KZQZ702	10/29/2019	IVANTI - YEAR 1 W/GLOBAL	4119697	\$106,650.40

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
<u>IVANTI OLD ANALYST ASSET MGR SUB 1Y</u> Mfg. Part#: SM-SMAMNU-C1-01 ** Ivanti Service Manager - Service Management Named Cloud Analyst with Asset Manager Subscription Year 1 10/31/2019 10/30/2020 ** Electronic distribution - NO MEDIA Contract: State of Wisconsin Software, Support and Maint Gov (505ENT-M16-VARSOFTWARE-04)	30	5511321	\$593.28	\$17,798.40
<u>Ivanti Service Manager VPN - Cloud Subscription License - 1 license</u> Mfg. Part#: SM-VPN-C UNSPSC: 43231501 * Ivanti Service Manager - SaaS VPN Cloud Subscription, Powered by HEAT Year 1 10/31/2019 10/30/2020 * Electronic distribution - NO MEDIA Contract: State of Wisconsin Software, Support and Maint Gov (505ENT-M16-VARSOFTWARE-04)	1	4755868	\$2,781.00	\$2,781.00
<u>Ivanti Service Manager BI Reporting - Cloud Subscription License - 1 server</u> Mfg. Part#: SM-BI-C UNSPSC: 43231501 * Ivanti Service Manager - SaaS BI Reporting Server Cloud Subscription, Powered by HEAT Year 1 10/31/2019 10/30/2020 * Electronic distribution - NO MEDIA Contract: State of Wisconsin Software, Support and Maint Gov (505ENT-M16-VARSOFTWARE-04)	1	4755866	\$8,343.00	\$8,343.00

QUOTE DETAILS (CONT)				
<b>IVANTI IT ASSET MGMT CUSTOM SVC PKG</b>	26600	5249996	\$0.93	\$24,738.00
Mfg. Part#: SVCS-UWM-CSTM-5 ** IT ASSET MANAGEMENT - CUSTOM SERVICES PACKAGE ** Electronic distribution - NO MEDIA Contract: Wisconsin Counties Association				
<b>IVANTI SERVICE MGR PRO IMPLEMENTATIN</b>	1	5245113	\$45,000.00	\$45,000.00
Mfg. Part#: SVCS-SM-3 * SERVICE MANAGER PROFESSIONAL - IMPLEMENTATION SUCCESS PACKAGE * Electronic distribution - NO MEDIA Contract: Wisconsin Counties Association				
<b>Global Academy Annual Subscription - web-based training</b>	2	5114664	\$3,995.00	\$7,990.00
Mfg. Part#: TRNG-IGA-1 UNSPSC: 86101601 Electronic distribution - NO MEDIA Contract: Wisconsin Counties Association				

<b>PURCHASER BILLING INFO</b>	<b>SUBTOTAL</b>	\$106,650.40
<b>Billing Address:</b> TJ JOHNSON ROCK COUNTY INFORMATION TECHNOLOGY 3530 N COUNTY HWY F JANESVILLE, WI 53545-0766 Phone: (608) 757-5035 Payment Terms: Master Card	<b>SHIPPING</b>	\$0.00
	<b>SALES TAX</b>	\$0.00
	<b>GRAND TOTAL</b>	<b>\$106,650.40</b>
	<b>DELIVER TO</b> <b>Shipping Address:</b> ROCK COUNTY INFORMATION TECHNOLOGY GRANT ZICKERT 3530 N COUNTY HWY F JANESVILLE, WI 53545 <b>Shipping Method:</b> ELECTRONIC DISTRIBUTION	
<b>Please remit payments to:</b> CDW Government 75 Remittance Drive Suite 1515 Chicago, IL 60675-1515		

Need Assistance? CDW•G SALES CONTACT INFORMATION

	Adam Flynn		(866) 723-3621		adamfly@cdwg.com
---	------------	--	----------------	--	------------------

This quote is subject to CDW's Terms and Conditions of Sales and Service Projects at <http://www.cdw.com/content/terms-conditions/product-sales.aspx>  
 For more information, contact a CDW account manager

© 2019 CDW•G LLC, 200 N. Milwaukee Avenue, Vernon Hills, IL 60061 | 800.808.4239