



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: JUNE 23, 2026

FROM: INNOVATION & TECHNOLOGY DEPARTMENT WARDS: ALL

SUBJECT: ANNUAL RENEWAL OF SERVICES PROVIDED THROUGH 80 EXISTING SOFTWARE AND HARDWARE MAINTENANCE AND SUPPORT OR SUBSCRIPTION AGREEMENTS FOR FISCAL YEAR 2026/27 IN THE AMOUNT OF \$7,490,347 PLUS A 15% CHANGE ORDER AUTHORITY

ISSUE:

Approve the annual renewal of services provided through 80 existing annual software and hardware maintenance and support or subscription agreements for Fiscal Year 2026/27, where each agreement has aggregated expenditures over \$100,000 over the life of the agreement, or will be surpassing \$100,000, for an estimated total amount of \$7,490,347; plus a 15% change order authority.

RECOMMENDATIONS:

That the City Council:

1. Approve the annual renewal of services provided through 80 existing annual software and hardware maintenance and support or subscription agreements for Fiscal Year 2026/27, where each agreement has aggregate expenditures over \$100,000 over the life of the agreement, or will be surpassing \$100,000, for an estimated total amount of \$7,490,347 (Attachment 1);
2. Approve a 15% change order authority for the renewals listed in Attachment 1 for Fiscal Year 2026/27, to be used if quotes are higher than expected, and/or for the use of minor supplemental purchases; and
3. Authorize the City Manager, or designee, to execute all necessary documents for items listed in Attachment 1, including, but not limited to, renewals, purchase orders, change orders, agreements, amendments, and other minor non-substantive changes.

BACKGROUND:

The Innovation and Technology Department (IT) manages the City's agreements for software, and hardware. At the time of purchase, software and hardware agreements are approved following Citywide purchasing guidelines. After the initial term, many agreements include

automatic renewal of maintenance and support services or subscriptions, for as long as the City continues to pay for those services (“evergreen” clauses). The City issues a purchase order for these renewals and references the existing agreement. This is common within the IT industry to ensure the continual operation of software and hardware systems. Due to the evergreen nature of technology procurements, IT requests annual City Council approval to continue annual maintenance, support, and/or subscription services for any agreements with aggregate expenditures over \$100,000 (or for those expected to surpass \$100,000 over the life of the agreement).

Similarly, other IT agreements are set up as Master Agreements that can be used for a specific term. IT would either sign a renewal document and/or issue a renewal purchase order to complete the renewal under the existing agreement. Certain maintenance, support and/or subscription renewals do not have executed agreements but are included in the Attachment, if IT expects that the annual purchase orders may exceed \$100,000.

IT reviews all agreements and subscriptions annually to ensure that the products are still in use and that the best price has been negotiated for these services. This may involve working with departments and vendors to achieve cost efficiencies through product changes, restructuring of agreements, or periodic rebidding of license and service renewals, when licenses or services can be procured from multiple vendors. If IT processes a bid or Request for Proposals (RFP) for any of the renewals listed on the Attachment during the fiscal year, IT will seek separate City Council approval for award of the bid or RFP.

All other purchases made by IT during the fiscal year also follow Citywide purchasing guidelines to ensure that the City is receiving competitive pricing options. Any agreement for services/purchases in excess of \$100,000 that is not reflected on the Attachment has either already been approved by City Council for the fixed term or will be brought forward to the City Council for separate approval.

DISCUSSION:

IT has determined that it is necessary to continue the procurement of 80 annual maintenance and support services, or subscriptions listed in the Attachment – Technology Procurements for FY 2026/27, for an estimated total amount of \$7,490,347.

IT is also requesting a 15% change order authority for the renewals listed in Attachment for Fiscal Year 2026/27. This change order authority is necessary to account for price differences from annual estimates and for minor supplemental purchases (i.e., additional licenses, customizations, upgrades, etc.).

The renewal services proposed (Attachment 1) include the following changes (as compared to Fiscal Year 2025/26):

Additions:

1. E-Discovery Software – NextPoint

NextPoint is the City’s cloud-based litigation management and evidence review platform used by the City Attorney’s Office. It provides secure document organization, case preparation tools, and centralized legal file management to support efficient litigation workflows. With annual expenditures exceeding the competitive threshold, staff

recommend listing NextPoint as a recurring technology renewal to ensure continued access to critical legal case management services and streamlined procurement.

2. Building Codes Digital Platform – UpCodes, Inc.

UpCodes is the City's enterprise-level building-code reference solution that supports plan review and code compliance activities. The service provides access to the full UpCodes Professional Enterprise library, offering searchable code content and staff licensing for Building & Safety and Fire operations. Due to ongoing use and annual renewal needs, staff recommend including UpCodes on the City's recurring technology renewals list to maintain compliance resources and efficient plan-review processes.

3. External Monitoring for City websites – Site24x7 (Zoho Corporation)

Zoho services provide the city with comprehensive monitoring and IT infrastructure management capabilities, including Site24x7 Enterprise, log management, advanced monitoring add-ons, network interface monitoring, and core system monitoring functionality. These tools support system reliability, performance tracking, and IT operations oversight. With annual licensing of \$27,758 and cumulative costs now exceeding \$100,000, staff recommend adding the renewal to the annual list of approved technology procurement.

4. Online Citizen Police Reporting – LexisNexis

The Desk Officer Reporting System (DORS) provides the Police Department with a secure, cloud-hosted solution for public incident report intake, offering unlimited user access, full customer support, and ongoing system updates within the LexisNexis environment. As a critical tool for public-facing reporting and internal operations, staff recommend placing DORS on the City's recurring technology renewals list to ensure uninterrupted service and simplified procurement.

5. Construction Management Software – CIPO Cloud

CIPO Cloud provides a cloud-based project and construction management system used by Riverside Public Utilities to support project coordination, documentation, and workflow tracking. The renewal includes 20 named-user licenses and an annual adjustment for platform enhancements. As an ongoing operational tool that supports utility project delivery and oversight, the subscription is recommended for continued approval.

6. AventX Core – STR Software

The city relies on STR Software's AventX and FAXCOM tools to handle automated document delivery, electronic forms, and fax server functions that support daily operations. With an annual subscription of \$14,105 and cumulative costs now nearing the \$100,000 purchasing threshold, the platform is recommended for ongoing approval.

7. FOIA Module – Granicus

Granicus provides the City's cloud-based system for managing public records requests, including FOIA processing, secure document search, and user authentication. These tools support timely intake, tracking, and fulfillment of records requests. With an annual

subscription of \$24,282 and cumulative costs now exceeding \$100,000 purchasing thresholds, the platform is recommended for ongoing approval.

8. NEOS – Assembly Software

NEOS is a cloud based legal case management system that allows the City Attorney's Office to tailor workflows, tasks, and improve efficiency for accurate litigation calendaring.

9. Records Management System – Motorola Solutions, Inc.

RMS from Motorola Solutions is a public-safety Records Management System designed to streamline report writing, case management, and data sharing for law-enforcement agencies. For RPD, the software centralizes records, improves data accuracy, and enhances operational efficiency by integrating field reporting, evidence tracking, and investigative tools into a unified platform.

10. Frontline Public Safety – TargetSolutions, LLC.

Frontline Public Safety is a cloud based software that helps RPD assess, monitor, and track trainee progress to support compliance and improve workforce readiness. The system is used by RPD to document daily training activity and streamline trainee evaluations, ensuring a consistent and efficient training process.

11. Laptops Anytime – Java Connections, LLC.

Java Connections provides and supports the City's laptop kiosk service, allowing patrons to securely check out and return laptops for use inside the library. Their service helps expand public access to technology by offering a self-service solution that manages laptop lending, charging, tracking, and availability.

12. Real Time Crime Center - Axon Enterprise, Inc.

A Real Time Crime Center by Axon Enterprise, Inc. platform unifies city-owned and privately shared cameras, 911 data, mapping tools, and other intelligence sources into one centralized, real-time view to enhance situational awareness and response. This existing systems helps RPD improve response times, strengthen community partnerships, and support safer, more informed police operations.

13. DebtBook - Fifth Asset, Inc.

DebtBook is the City's cloud-based system used by Finance to manage the full debt portfolio, compliance, reporting, and related documentation.

14. Cloudflare – CDW-G

The City relies on Cloudflare Enterprise for external security, domain management, SSL certificates, and load balancing with all being essential to protecting public-facing services and maintaining uninterrupted, and secure access to City systems.

15. Ecolane, USA, Inc.

Ecolane provides a web-based transit scheduling platform that helps improve productivity and efficiency while giving Riverside Connect modern tools for routing, tracking, reporting, and customer self-service. Its built-in surveillance system and integrated modules support compliance and contribute to a safer, more effective transit operation.

16. BlueBeam

Bluebeam provides a complete AECO collaboration solution that streamlines workflows for small and mid-sized projects. It offers design and documentation tools that support drafting and design workflows, to the Community Economic Development, Fire, Public Works, and Riverside Public Utilities Department.

17. Risk Management Software - Origami

Origami Risk is an integrated risk management and insurance platform that helps organizations streamline claims, policies, safety programs, and compliance through powerful automation and centralized data management.

18. GASB 87 Software - Leasequery

LeaseQuery is a cloud-based lease accounting and management platform designed to help organizations achieve accurate, compliant reporting under standards such as ASC 842, GASB 87/96, and IFRS 16.

19. ACFR Software - Caseware

Caseware's financial reporting software provides an integrated platform that automates the creation, review, and management of financial statements, helping accounting teams improve accuracy, maintain compliance, and streamline audit-ready reporting workflows.

20. Cyber Security Training - SANS Institute

SANS Security Awareness is essential for maintaining compliance with NERC Critical Infrastructure Protection (CIP) standard and City cybersecurity policies. This ensures employees receive consistent training to recognize and respond to threats such as phishing and social engineering. The City increase its risk of noncompliance and exposure to security incidents that could impact reliability and protection of critical infrastructure systems.

21. First Watch Response System - FirstWatch Solutions Inc.

FirstWatch is a real-time data analytics platform that helps public safety and healthcare organizations monitor operations, detect anomalies, and respond quickly through automated alerts and actionable insights.

22. Chemical Management Software - Velocity EHS

Velocity EHS is a software platform used by the City for Chemical Management. The platform is used by all employees at City facilities to track hazardous chemicals used in their work areas, manage Safety Data Sheets (SDS), and comply with workplace safety and environmental regulations.

23. Mobile PD Engage – Mobile PD

Mobile PD Engage Pro provides the City and Police Department with a two-way communication, engagement, and intelligence-reporting platform designed to support public safety operations.

24. Carahsoft Technology – Zencity

This service provides tools to gather, analyze, and visualize community feedback and engagement so the City can better understand resident sentiment and involve the public in decision-making.

The annual renewal of services provided through 80 existing software and hardware maintenance and support or subscription agreements are in line with the City’s Purchasing Resolution No. 24101, Sections 403, 602, and 702.

Purchasing Resolution No. 24101 Section 403 states, “Competitive Procurement shall not be required for Information Technology software maintenance and license renewals; training; advertising; or professional recruitment services where the Manager is satisfied that the best price, terms and condition for the Procurement thereof have been negotiated.”

Purchasing Resolution No. 24101 Section 602 states, “Competitive Procurement through the Informal Procurement and Formal Procurement process shall not be required in any of the following circumstances: ...(r) When the Procurement is for the renewal of maintenance, license(s), support, or a similar need for existing technology systems, including hardware, and the items are procured from a vendor/reseller that was originally selected based on the City’s procurement standards, provided that 1) the contractor has been used continuously since such selection and 2) if there are not any non-substantive changes to the Procurement and 3) when it is determined by the Manager to be in the best interests of the City to do so.”

Purchasing Resolution No. 24101 Section 702 states, “Competitive Procurement through the Informal Procurement and Formal Procurement process shall not be required in any of the following circumstances: ...(u) When the Procurement is for the renewal of maintenance, license(s), support, or a similar need for existing technology systems, including hardware, and the items are procured from a vendor/reseller that was originally selected based on the City's procurement standards, provided that 1) the vendor has been used consecutively since then and 2) if there are any non-substantive changes to the procurement, the Manager is satisfied that the best price, terms and conditions have been negotiated.”

The Purchasing Manager concurs that the recommended action to approve continued services is in compliance with Purchasing Resolution No. 24101, Sections 403, 602, and 702.

FISCAL IMPACT:

The total fiscal impact of this action is \$7,490,347. The funds are budgeted and included in the budget submission to Council for FY 2026/27 in the following Innovation & Technology Department accounts as listed in the table below:

Fund	Account Description	Account	Amount
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Revolving	Finance, Accounts Payable Revolving	0000998-141999	\$1,619,175
General Fund	City Attorney's Office, Software Purchase/Licensing	1300000-425700	\$90,531
	City Manager's – Public Relations, Professional Services	1150000-421000	\$54,348
	IT-Administration- Cellular	2405000-421215	\$22,413
	IT-Network, Software Maintenance/Support	2405000-424310	\$441,340
	IT-Operations, Software Maintenance/Support	2410000-424310	\$1,538,121
	IT-Applications, Software Maintenance/Support	2415000-424310	\$2,652,562
	IT-Cybersecurity, Software Maintenance/Support	2425000-424310	\$136,998
	IT-Innovation, Software Maintenance/Support	2440000-424310	\$68,146
	CEDD, Software Purchase/Licensing	2815001-425700	\$36,750
	CEDD/Fire, Professional Services and Periodicals/Dues	2825000-421000 3505000-425200	\$11,156
	Police, Computer Equipment Purchase Under \$5K	3105000-425800	\$14,288
	Fire, Software Purchase/Licensing	3510000-425700	\$39,998
	Fire/Public Works/Parks/Museum,	3500000-421000 4125002-427200 5305000-425200 4110000-425400 4100000-427200 5215000-426600	\$14,640
	Parks, Software License/Purchasing	9350400122-425700	\$170,360
Measure Z	Measure Z, IT-Administration, Technology Replacement Prog-PC/Police, Real Time Crime Center	8003301-462310 8006201-425700	\$435,603
Grants & Restricted Programs	Fire, Rancho Santiago/RCCD Mo Val Project Account	9891710-427200	\$51,975
Electric and General Fund	RPU/Public Works/CEDD, Software Purchase/Licensing, General Office Expense and Special Department Supplies	6100000 425700 4125900 425700 4115000 425400 2825000 426800 2810000 426800	\$17,672
Electric and General Fund	IT-Cybersecurity/RPU, Software Maintenance/Support and Training	2425000-424310 60250009330-427200	\$36,471
Water	Software Purchase/Licensing	6210000-425700	\$37,800
Total			\$7,490,347

These expenditures are charged back to various departments through the annual cost allocation process or by a direct charge to a specific department. Any change orders for the items listed in Attachment 1 are subject to the availability of budgeted funds, within the IT Department budget or the budget of the department that uses the system.

Prepared by: Vincent Price, Principal Management Analyst
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Certified as to
availability of funds: Julie Nemes, Interim Finance Director Financial Officer
Approved by: Edward Enriquez, Assistant City Manager/
Chief Financial Officer/City Treasurer
Approved as to form: Rebecca McKee-Reimbold, Interim City Attorney

Attachment: Technology Procurements for FY 2026-27