



Engineering, Operations & Technology Committee

Enterprise Software Asset Management Project

Item 7-1

April 13, 2026

Presented by: Larisa Campos

Item 7-1 Software Asset Management Project

Subject

Authorize an agreement with Computer Aid, Inc. in an amount not to exceed \$397,628 for the Enterprise IT Software Asset Management module implementation services.

Purpose

To replace an outdated license management application using an Access database with a new software asset management module that enables improved governance and internal controls by standardizing the internal IT business process

Recommendation and Fiscal Impact

Authorize an agreement with Computer Aid, Inc.
Fiscal Impact of \$397,628

Budgeted

Background

Summary

- The Information Technology Group Business Management team currently uses an in-house developed tool that has limited functionality to track IT assets and manage associated lifecycle activities
- IT needs the ability to track hardware and software assets that span hundreds of servers, cloud subscriptions, and over 5,000 end-user client hardware and mobile devices
- October 2025 internal audit findings were consistent with known vulnerabilities related to the lack of a centralized mechanism to track all software types

Scope

Scope for New Solution

- Metropolitan seeks to implement a modernized, ServiceNow-based Software Asset Management platform to replace fragmented and manual software tracking practices, aligning IT asset governance with procurement and cybersecurity operations
- The solution would enable software lifecycle visibility, license optimization, entitlement tracking, vendor compliance, and risk mitigation while integrating into the existing ServiceNow platform
- The objective of the project is to deliver a high-performing software asset tracking system that prioritizes usability, auditability, cybersecurity, and long-term scalability

Solicitation Results – Information Technology Software Asset Management Solution Implementation Services RFP-1408

RFP Issued September 5, 2025
RFP Closed November 6, 2025
No. of Responses 14
Solicitation Winner Computer Aid, Inc.
Request to Award Memo Approved March 2026

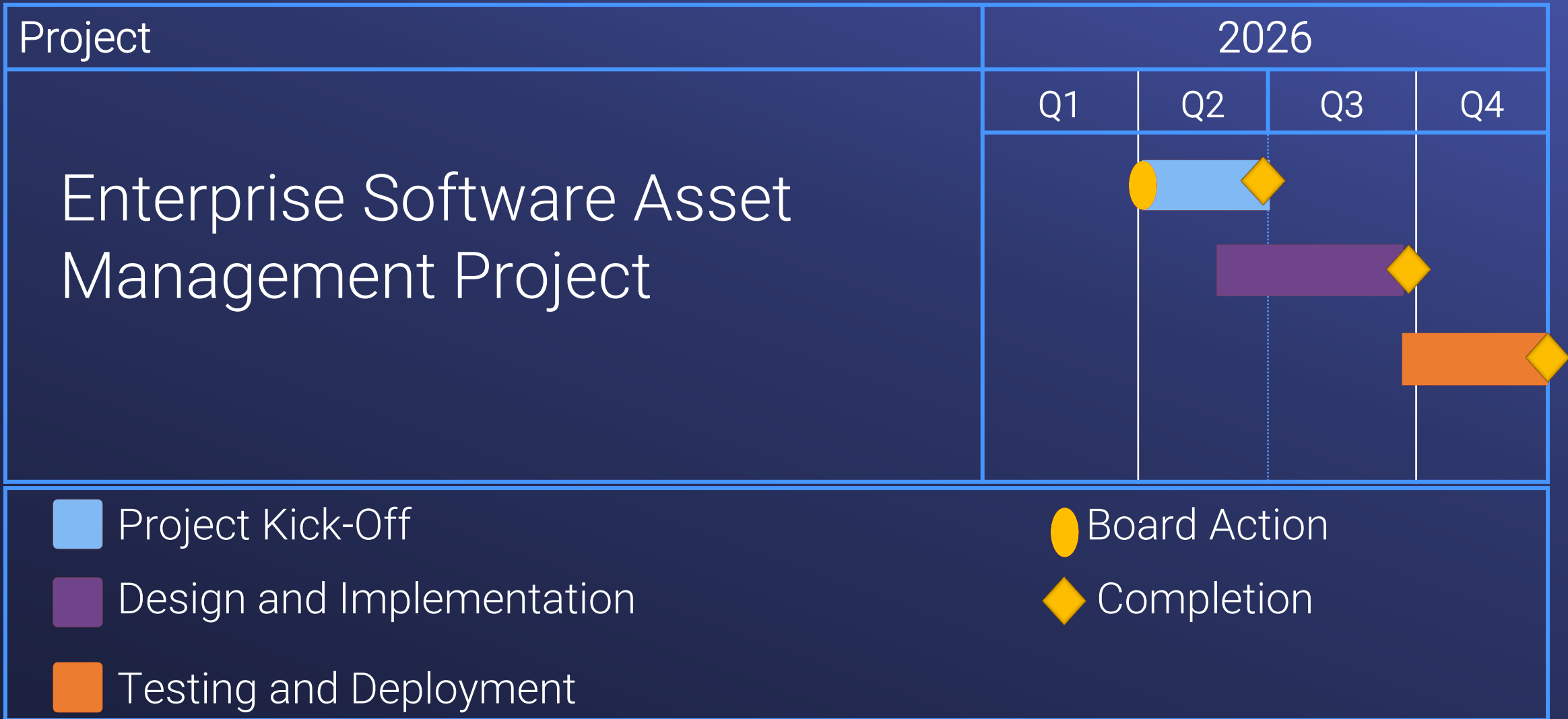
Respondent	Score
Computer Aid, Inc.	819
Xellagain	711
SoftwareONE	707
InSequence, Inc.	705

Allocation of Funds

Enterprise Software Asset Management Project

Metropolitan Labor	\$ 350,000
Professional & Technical Services – Computer Aid, Inc.	\$ 397,628
Materials and Licenses	\$ 105,000
Remaining Budget	\$ 97,372
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Total	\$ 950,000

Project Schedule



Board Options

- Option #1
Authorize an agreement with Computer Aid, Inc., in an amount not-to-exceed total of \$397,628 for the Enterprise IT Software Asset Management module implementation services.
- Option #2
Do not proceed with the project at this time.

Staff Recommendation

- Option #1

