

## **REPORT TO CITY COUNCIL**

**DATE:**           **APRIL 13, 2011**

**TO:**             **MAYOR AND HONORABLE MEMBERS OF THE CITY COUNCIL**

**FROM:**          **GREG RAMIREZ, CITY MANAGER**

**BY:**            **NATHAN HAMBURGER, ASSISTANT CITY MANAGER**  
                      **CHRISTY PINUELAS, FINANCE DIRECTOR**

**SUBJECT: AUTHORIZATION TO SOLICIT PROPOSALS FOR NETWORK  
SYSTEMS AND INFORMATION TECHNOLOGY SERVICES**

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The purpose of this report is to seek authorization to request proposals through a Request for Qualifications/Proposals (RFQ/RFP) process for Network Systems Management and Information Technology (I.T.) services. As is common practice for service contracts, staff will review current service agreements and seek qualifications and proposals for these services every few years to insure that the City and its community members are receiving a fair price for the services provided and that the quality of service is good. The agreement with the current provider of I.T. Services will expire at the end of this fiscal year, and staff has prepared a RFQ/RFP package that will be provided to multiple I.T. companies within the region, as well as advertised through several other outlets.

Currently, the City's contractor serves as the I.T. support staff and assists in recommending necessary upgrades and staying up to date with the latest technologies available. In the past, Human Resources staff did explore the option of creating an internal I.T. staff position but discovered cost savings and better efficiency in providing these services through a contractor who had a larger amount of individuals who could assist and provide coverage. The RFQ/RFP process is expected to be complete by the end of May, with staff bringing back a recommendation for approval of an agreement in June 2011.

Over the past several years, the size of the City's Network System has grown as new software programs have been added and the amount of services provided electronically has also expanded. Recently, a portion of the City's servers were moved to I.S. West in an effort to keep certain servers in a controlled and secure environment to allow for more efficient use of our network and to extend the life of the servers. In addition, a new backup system has been implemented, which helped eliminate the need to constantly backup data onto network tapes and store them in an off-site location. Further upgrades will be needed over the coming years, and staff is hoping to find a contractor that can provide the day-to-day maintenance and upkeep of our network, as well as someone who can assist in updating our strategic plan for the next five years.

## **RECOMMENDATION**

Staff respectfully recommends the City Council authorize staff to seek qualification and cost proposals for the Network Management and Information Technology services.