

**AGENDA ITEM EXECUTIVE SUMMARY**Agenda Item number: **6b**

Title:

Recommendation to Authorize Staff to use Client First Consulting for Network Consulting and Support Services for a Not-to-Exceed Cost of \$32,250

Presenter:

Larry Gunderson, Director of Information Systems

Meeting: Government Operations Committee

Date: December 5, 2016

Proposed Cost: \$32,250

Budgeted Amount: \$32,250

Not Budgeted: **Executive Summary** *(if not budgeted please explain):*

The Information Systems Department has utilized out-sourced computer support and consulting services to assist in the implementation of network and server systems for the past four years. Out-sourcing these services has provided Information Systems with experienced network specialists and consultants that have augmented the City's staff and provided valuable expertise in new technologies.

Client First Consulting was selected to provide network consulting services through a qualifications-based evaluation process. Since that time Client First has provided as-needed project and task-based support services on a time and materials basis. Some of Client First's projects have included the following: implementation of a system that provides for a fail-over of computer servers to ensure continuity of critical business processes, implementation of network monitoring software and installation of network security hardware.

Although Client First was selected based on their qualifications, their labor costs of \$135 per hour are on the lower end of costs for computer support consultants that the City has used recently; typical hourly labor costs range between \$125 and \$160.

Due to the fact that Client First has already completed \$25,000 of work this fiscal year and the current backlog of network and server implementation projects, it is expected that using the entire budgeted amount will be required. As a result, it is recommended that City Council authorize the Information Systems Department to use Client First Consulting for network consulting services for a not-to-exceed cost of \$32,250.

Attachments *(please list):*

None

Recommendation/Suggested Action *(briefly explain):*

Recommendation to authorize staff to use Client First Consulting for network consulting and support services for a not-to-exceed cost of \$32,250.