



AGENDA ITEM EXECUTIVE SUMMARY

Agenda Item number: *7a

Title:

Recommendation to approve support renewal with IT Solutions Group, Inc. for professional services, software and hardware for a not-to-exceed cost of \$29,400

Presenter:

Larry Gunderson, Director of Information Systems

Meeting: Government Operations Committee

Date: February 22, 2022

Proposed Cost: \$29,400

Budgeted Amount: \$30,100

Not Budgeted:

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

The City's IBM server is the platform for the City's Utility Billing system – processing more than \$80 million dollars in annual revenue. In addition, the equipment and hosting services supplied and implemented by IT Solutions Group, Inc. have positioned the City to enable continuity of services for the Utility Billing system in the event of a disruption to the underlying technology. During the term of the initial scope of work, IT Solutions Group, Inc. has provided excellent service and support.

The City is working to secure replacement utility billing software. However, until the time that the new software is implemented, it is important to continue to maintain the protections offered by the disaster recovery and test servers maintained by IT Solutions Group. This item covers the annual renewal costs for services consisting of the virtual tape backup solution, the hosted testing server, and the disaster recovery server.

Attachments *(please list):*

Recommendation/Suggested Action *(briefly explain):*

Staff recommends approval of a support renewal with IT Solutions Group, Inc. for professional services, software and hardware for a not-to-exceed cost of \$29,400.