



# City of Orange

## Legislation Details (With Text)

**File #:** 22-0478 **Version:** 1  
**Type:** Consent - Agreements **Status:** Passed  
**File created:** 7/29/2022 **In control:** City Council  
**On agenda:** 8/9/2022 **Final action:** 8/9/2022  
**Title:** Third Amendment to Agreement with Intratek Computer Inc., for helpdesk and desktop technical support and update on Information Technology services.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. Staff Report, 2. Third Amendment to Agreement with Intratek Computer

Date	Ver.	Action By	Action	Result
8/9/2022	1	City Council	Approved	Pass

**TO:** Honorable Mayor and Members of the City Council

**THRU:** Rob Houston, City Manager

**FROM:** Will Kolbow, Assistant City Manager/Administrative Services Director

### 1. SUBJECT

Third Amendment to Agreement with Intratek Computer Inc., for helpdesk and desktop technical support and update on Information Technology services.

### 2. SUMMARY

In 2019, the City Council adopted a new service model for Information Technology services, bringing some functions in-house and maintaining some services using an outside services provider. In August 2019, the City Council approved an agreement with IntraTek Computer Inc. for helpdesk and desktop technical support. The original agreement was for three years with two optional one-year extensions. Staff is recommending that the first option year be executed, while additionally providing the City Manager with the authority to execute the final year of the extension if necessary.

### 3. RECOMMENDED ACTION

Approve the amendment to agreement with Intratek Computer Inc. for helpdesk and desktop technical support; and authorize the Mayor and the City Clerk to execute on behalf of the City.

### 4. FISCAL IMPACT

The total expenditure for this agreement is \$309,613 and will be funded through Information Technology Fund (780).

### 5. STRATEGIC PLAN GOALS

Goal 2: Be a fiscally healthy community

a: Expend fiscal resources responsibly.

Goal 4: Provide outstanding public service

c: Enhance technology to improve public accessibility to information and services.

## **6. DISCUSSION AND BACKGROUND**

### **Background**

Prior to 2019, the City's Information Technology (IT) functions were outsourced to a third-party provider. Prior to the expiration of the contract on June 30, 2019, staff began to explore options as to how to move forward with IT services. Options included renewing with the provider at that time, issuing a request for proposals (RFP) to find alternative full-service providers, bringing all IT functions in-house, or a hybrid approach in which some functions would be brought in-house, while others would continue to be outsourced.

The City engaged a consultant, SDI Presence, to assist in evaluating the options. As a result of that analysis, staff proposed a hybrid approach, which brought the higher-level IT functions in-house and outsourced for helpdesk and desktop support services.

Staff issued an RFP for helpdesk and desktop support services in the summer of 2019, and the City Council approved a three-year contract with Intratek Computer, Inc. (Intratek). The agreement included an option for two one-year extensions.

### **Current Status of IT Services**

After three years of the current service model, staff is reviewing IT services provided by the IT department. This review is to ensure that the products and services provided to end users are helpful and efficient as well as providing adequate information to the City Council and the public. In support of this effort, a survey of internal customers will be conducted to determine what areas IT services is succeeding in, needs improvement in, and what tools and software are necessary to fully support the needs of the City. The results of the survey will assist in putting together an RFP for the IT Strategic Plan. Staff intends to bring a recommendation for Strategic Plan services to the City Council in the fall.

### **Renewal of Contract with Intratek**

The City has reached the end of the initial contract term with Intratek. The IT Department staff have been satisfied with the delivery of service that has been provided by Intratek and recommends extending the agreement for the first one-year option. Meanwhile, the IT Department will continue to develop the IT strategic plan and further analysis can be completed to determine how IT services will be delivered moving forward.

## **7. ATTACHMENTS**

- Third Amendment to Agreement with Intratek Computer, Inc.