



Agenda Item Summary

Meeting of: September 18, 2017

Agenda Item Title: Information Technology Support Agreement

Submitted by: Kim Garland

Approved for submittal:

City Manager

Explanation of Agenda Item:

Last fall, the City of Chelsea transitioned from contracted information technology services with the City of Ann Arbor to I.T. Right. This change was at the request of the City of Ann Arbor because of limited information technology resources and expanding needs within their own municipality.

The I.T. Right support model differs from the former Ann Arbor model. Rather than having support on-site for specific days, information technology support is on-call via a help desk. Although the model is different, the transition and ongoing support has shown I.T. Right to be an effective alternative.

City staff requests approval to continue with I.T. Right services moving forward. There is not an annual agreement. After having signed the initial agreement last fall, service continuation requires only timely payment of the annual support invoice.

Transition of information technology support services is a time-consuming and challenging process. A request for proposal for contracted information technology support services could be completed if serious and documented service delivery issues arose or at the time of renewal annually. However, it is the intention of staff with the approval of City Council to continue with this service until a clear need for change arises. This will support ongoing stability and continuity of operations.

Type of Request:

Resolution **Motion**

If you are requesting a resolution, include your resolution statement as an attachment to this document upon submission.

Fiscal or Resource Considerations:

Does this agenda item require the expenditure of funds? YES NO

If YES, are funds budgeted? YES NO

Are staff or other resources required? YES NO

Staff Comments:

The estimated annual cost savings of \$20,000 was achieved and is again expected for

2017-18 as there is no cost increase from 2016-17 to 2017-18. The annual renewal invoice for \$8,605 is included in the current bill approval listing and will be paid only upon approval of the requested motion in this agenda item.

City Manager Comments/Recommendation:

City Manager Recommended Form of Motion:

Motion to approve the continuation of I.T. Right services.

Names and addresses of those to be notified:

Paul Trink

ptrinka@itright.com

Attachments:

Invoice #20153026

All Agenda Item Summaries and any attachments are due in the City Clerk's Office by 5:00 p.m. on the Wednesday prior to the City Council meeting. If the Wednesday prior to the City Council meeting is a holiday, then the submission deadline is 5:00 p.m. on Tuesday.



Information Technology Solutions that Work for Local Government

Chelsea, City
305 S. Main St
Suite 100
Chelsea, MI 48118
United States

Date: 8/31/2017
Due Date: 8/31/2017
Invoice #: 20153026
Terms:
P.O. #:

Table with 4 columns: Description, Quantity, Rate, Amount. Rows include Service: Max Desktop, Service: Max Server, and Service: ITRight Service Contract.

Total Due By 8/31/2017 \$8,605.00

Thank you for your business.

Please detach and submit this bottom portion with your payment

Chelsea, City
305 S. Main St
Suite 100
Chelsea, MI 48118
United States

Payment Voucher table with columns: Invoice #, Invoice Date, Total Due, Amount enclosed. Includes a note about authorizing a different amount.

Check enclosed VISA AMEX Mastercard

Credit Card No.

Grid for credit card number entry

Exp.Date / CSC

MAIL TO:

I.T. RIGHT
Box 160
Bath, MI 48808

Authorized Signature