



TOWN COUNCIL COMMUNICATION

DATE: November 19, 2024

FROM: Kirk Riggs, Acting Town Administrator / Chief of Police

AGENDA ITEM: Discuss and consider approval of a Consulting Services Agreement between Datamax Technology Solutions Group and the Town of Bartonville to provide IT services; and authorize the Acting Town Administrator to execute same on behalf of the Town.

SUMMARY:

This agenda item involves transitioning the Town's IT services from Agent IT/CorePLUS Solutions to Datamax, effective January 1, 2025. This change stems from recurring challenges with Agent IT/CorePLUS Solutions customer service and their inability to meet the Town's evolving IT needs and performance expectations.

To ensure an informed decision, we commissioned Datamax to conduct a comprehensive Business Technology Alignment Analysis (BTAA), evaluating our current IT infrastructure, support services, and anticipating future demands. The BTAA findings indicate that our current infrastructure is outdated, not able to handle growth or future demands, nor is our support system at the level of service the Town requires. Ending our contract with Agent IT/CorePLUS and entering into a new service agreement with Datamax would best serve the Town's interests by enhancing IT service reliability and aligning with our strategic goals.

On October 28, 2024, we issued a formal termination notice to Agent IT/CorePLUS Solutions, setting their final day of service as December 31, 2024. Until this date, Agent IT/CorePLUS Solutions remains fully responsible for fulfilling all contractual obligations. Their agreement will not be renewed. This transition aims to secure more dependable support for our IT infrastructure.

The total annual service cost for Datamax is \$42,300, leaving a deficit of \$17,100 within the current fiscal year budget. Costs for additional equipment and professional project services total \$91,867.15. Both General Fund and Crime Control Prevention District will share in these costs.

Staff has also planned for a contingency fund for both CCPD and General Fund of \$5,000 each to allow for additional costs for the transition to Datamax, including Laserfiche migration, licensing, email archiving solutions required by the Public Information Act, multi-factor authentication, and any unforeseen items that may arise during this transition. The contingency fund will not be transferred unless it is needed and both the Town Council and CCPD Board will be informed prior to utilization.

If this recommendation is approved, we propose that Datamax initiate coordination with Agent IT/CorePLUS in December 2024 to ensure a smooth, uninterrupted transition of IT services.

FISCAL INFORMATION:

These expenses will be allocated between the General Fund and the Crime Control and Prevention District (CCPD) budget:

Service	General Fund		CCPD		Total
Annual Service Costs	\$	7,900	\$	9,200	\$ 17,100
Hardware/Professional Services	\$	27,600	\$	64,400	\$ 92,000
Contingency Fund	\$	5,000	\$	5,000	\$ 10,000
	\$	40,500	\$	78,600	\$ 119,100

Staff is proposing a Budget Amendment in agenda item H.3.

RECOMMENDED MOTION OR ACTION:

Move to approve a Consulting Services Agreement between Datamax Technology Solutions Group and the Town of Bartonville to provide IT services; and authorize the Acting Town Administrator to execute same on behalf of the Town.

ATTACHMENTS:

- Datamax Technology Solutions Group Consulting Services Agreement