



# CRIME CONTROL & PREVENTION DISTRICT COMMUNICATION

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**DATE:** November 18, 2024

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

**AGENDA ITEM:** Discuss and consider approval of a Budget Amendment for Fiscal Year 2024-2025 for Information Technology improvements in an amount equal to \$78,600.

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## **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 The BTAA findings indicate that our current infrastructure is outdated, not able to handle growth or future demands, nor is our support system at the level of service the Town requires.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. These expenses will be allocated between the General Fund and the Crime Control and Prevention District (CCPD) budget, with CCPD's portion consisting of \$9,200 for annual services and \$64,400 for additional equipment and professional project services.

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:**

**BARTONVILLE CRIME CONTROL AND PREVENTION DISTRICT BUDGET**

**Revenues**

Transfer In from Fund Balance \$ 78,600

**Expenditures**

*Transfer to General Fund Police*

Computer Software & Maintenance	\$ 9,200
Computer Hardware Improvements*	\$ 64,400
Project Contingency Fund **	\$ 5,000

\* New Account Code created by approval of budget amendment.

\*\* Only transferred, if needed

**RECOMMENDED MOTION OR ACTION:**

Move to approve the budget amendment for fiscal year 2024-2025 for Information Technology improvements in an amount equal to \$78,600.

**ATTACHMENTS:**

- Datamax Technology Solutions Group Consulting Services Agreement