



Agenda Memo

Crest Hill, IL

Meeting Date:	November 21, 2022
Submitter:	Jim Marino, City Administrator
Department:	Administration
Agenda Item:	Approve a managed services agreement with All Information Services, Inc. for computer network maintenance

Summary: Attached is a managed services agreement and proposal from All Information Systems, Inc. (AIS) to provide computer network maintenance and technical support following the departure of our IT Director.

Upon learning of Tim Stinnett's resignation, I had Tim contact Concentric Integration, which is the IT vendor that supports our SCADA system about providing IT maintenance and support for our entire network. Since we were already under a services agreement with Concentric, it made sense to have them extend their support services to our entire network. Unfortunately, Concentric declined our request because they do not have sufficient staff to support our network. Therefore, I had Tim obtain proposals from other companies. Staff and I met with the three companies and determined that AIS would best serve our needs. The proposals are summarized below.

Company	Onboarding Fee	Monthly Fee	Total	Notes
AIS	\$6,252	\$21,860	\$28,112	Significant Illinois municipal and police department experience, techs immediately available for onboarding, local office, monthly contract, meets police department security requirements
InterDev	\$8,500	\$20,084	\$28,584	Based in Georgia with Glenview office, limited Illinois municipal clients, minimum 1 year contract
Waident	\$10,000	\$9,600	\$19,600	No municipal clients, small staff, needed to hire an additional tech to service us, did not meet police department security requirements, minimum 1 year contract

Ensuring the continuity of services to the community is critical. Much of our services are dependent on technology. A failure or disruption in our computer network and inadequate IT support would impair our ability to service the community. It is in best interest of our community and our employees who service the community to engage a highly qualified IT support company without delay.

The onboarding fee covers time spent for techs to review and document our network structure and configuration, software applications, hardware at all our facilities, installing and configuring network monitoring software, and implement their technical support process. The monthly fee covers time spent for network monitoring & maintenance, a tech to provide network and user support onsite, and remote technical support. The monthly fee provides a block of 200 hours for the coming month. The number of hours from the block is deducted as work is performed based on the rate schedule shown in the agreement. For the time being, AIS will provide techs onsite five days a week until such time as they become acclimated to our network and familiar with user technical support needs. The number of hours will be reduced as needed. The monthly cost will fluctuate depending on the number of hours utilized each month. We will continue to utilize AIS until such time as we are able to fill the vacant IT Director position.

Recommended Council Action: Approve a managed services agreement with All Information Services, Inc. for computer network maintenance.

Financial Impact:

Funding Source: General Fund & Water/Sewer Fund

Budgeted Amount: N/A

Cost: \$28,112 monthly based on 200 hours per month

Attachments: Managed services agreement, proposals