Folsom City Council
Staff Report

MEETING DATE:	10/14/2025
AGENDA SECTION:	New Business
SUBJECT:	Resolution No. 11480 – A Resolution Authorizing the City Manager to Execute an Agreement with Mid-Valley IT to provide IT Management Services at a Monthly Cost of $33,900 for a Six Month Period
FROM:	City Manager's Office

RECOMMENDATION / CITY COUNCIL ACTION

Resolution No. 11480 – A Resolution Authorizing the City Manager to Execute an Agreement with Mid-Valley IT to provide IT Management Services at Monthly Cost of $33,900 for a six month period

BACKGROUND / ISSUE

The City of Folsom has become more reliant on technology to provide services to the community. At the September 23, 2025, City Council meeting the City Council approved cost saving measures that eliminated four IT personnel including the IT Manager, Process Improvement Specialist, GIS Technician and GIS Specialist. These reductions are anticipated to produce annual cost savings of $812,443. This decision was made knowing that the City would need to contract out for some IT services.

On an interim basis staff recommends that the City Council approve a resolution authorizing the City Manager to execute and agreement with Mid-Valley IT to provide IT Management Services to the City.

Mid-Valley IT is an experienced IT firm that specializes in the municipal sector. They are familiar with the complexities and regulatory issues associated with 911 dispatch centers and public safety mobile computers.

The goal of moving forward with a contracted IT provider is to provide a higher level of service to our internal and external customers. It is anticipated that this agreement with Mid-Valley IT

will be for a period of six months. The City intends to issue an RFP for IT services to find a long term provider.

SCOPE OF WORK

IT Audit

Mid Valley IT will perform an analysis of the current IT operations at the City and produce a report detailing its findings, and if applicable, suggestions for aligning IT operations with standard industry's best practices. The analysis will be approached in an open and collaborative manner that involves IT staff and City Management in the process. The outcome of the process will be a document produced that can be used to provide reinforcement for the city's current and future technology plans and will contain strategies for getting the most benefit from the city's current technology investments.

The analysis will cover several different areas within the IT Department including resource utilization, operations, budgeting, long term planning and alignment with organizational objectives. During the analysis key staff in the city, including the staff of the IT Department will be interviewed and a tour / overview of the city's technology programs at each of the main worksites will be taken. The analysis will also look at the culture of the organization both within IT and the city at large in their approach to technology. In terms of the questions asked, emphasis will be placed on current operational methods and understanding the benefits and challenges experienced by both users and IT staff in the adoption and use of technology. It's important to note that when talking with staff the analysis will focus equally on what works well, and what doesn't.

Mid Valley IT understands the city's technology, especially in the public safety areas, is extremely sensitive and great care will be taken to work with IT staff to ensure that any questions asked or data reviewed is handled appropriately. No data, beyond simple notes taken during the analysis process, will be taken off site. To further allay fears, Mid Valley IT will submit staff to a Live Scan background check if requested to do so by the city. All Mid Valley IT Staff are Live Scanned and background checked as part of our hiring process. At the conclusion of the analysis a findings document will be generated that includes comments about the city's technology program, and if applicable, ideas that might improve the cities technology program. The findings document will be high level in nature and address the city's technology at a macro level. The findings document will be presented to the City Manager and can include multiple presentations to other stakeholder groups as well.

Monthly Services

- Full IT Management of Environment and Staff
- Overflow Remote Support

- Overflow On-Site Support
- IT Consulting
- Yearly Budgeting
- 5 Year Technology Planning

Enterprise Tools and Software

- Desktop Monitoring Software
- Server Monitoring Software
- Remote Access Software
- Open DNS Software

FINANCIAL IMPACT

The cost of this agreement for a six-month period will be $203,400 or $33,900 per month. The cost for the IT Manager and Process Improvement Specialist monthly was $40,205.08. If annualized the monthly savings are approximately $80,000.

ATTACHMENTS
1. Resolution No. 11480– A Resolution Authorizing the City Manager to Execute an Agreement with Mid-Valley IT to provide IT Management Services at Monthly Cost of $33,900 for a six month period.

Submitted,

Bryan Whitemyer, City Manager