



STAFF REPORT

MEETING DATE:	July 21, 2025
MEETING TYPE:	City Council
SUBMITTED BY:	Maria Joyner
AGENDA CAPTION:	Discuss and consider Resolution R2025-07-1278 OF THE CITY OF HUTCHINS, TEXAS APPROVING AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE THE TERMS AND CONDITIONS OF AN AGREEMENT, BY AND BETWEEN THE CITY OF HUTCHINS AND BAXTER I.T. CONSULTING SERVICES FOR TECHNICAL SUPPORT SERVICES IN AN AMOUNT NOT TO EXCEED \$165,000.00 PER YEAR FOR THE TERM OF THE AGREEMENT. Presented by: Maria Joyner, Director of Finance

Background Information

Information technology plays an increasingly important role in the success of the City. Users, hardware, diverse software packages, new applications, networking, City computer servers, and IT security, are all critical to our operation. In the growing world of Information technology Baxter IT has the expertise to provide the City of Hutchins with the critical security awareness and oversight to keep the City safe from unwanted malware attacks, and the professional expertise to move the City forward and enhance the functionality of our systems for citizens and users.

Modern Public Safety operations require rapid and voluminous communication through various systems. Baxter IT has been instrumental in setting up and maintaining the Public Safety systems at a reasonable cost to the City. During the past year Baxter IT has supported the Public Safety Department with all of their IT needs. Baxter IT completed the Public Safety radio project in 2025 and is currently working with Public Safety to upgrade the City's 911 system. Baxter IT will be instrumental in the implementation of the new CAD(Computer-Aided Dispatch) and RMS (Records Management System) system that was approved as part of the Series 2025A Bonds. Baxter IT has the professional experience and expertise to keep Public Safety up and running during routine operations as well as critical failures that require an immediate response. Baxter IT has worked on these projects while utilizing minimal Public Safety staff time.

Baxter has provided the Fire/EMS department with MDC/CAD(Mobile Data Computers and Computer-Aided Dispatch) network maintenance, cybersecurity support, and HIPAA compliance for the department's medical charting computers and has proven to be a reliable and trustworthy partner. Baxter IT has always been responsive after hours to assist with critical communication equipment, ensuring crews remain productive in the field.

Due to the upcoming move to City Hall, staff has compared pricing from various IT vendors for several projects. One project example is upgrading the City to .gov (changing from .org). The related cost from two vendors is presented below:

		OTHER
	BAXTER IT	VENDOR
TRANSITION TO .GOV	\$ 1,980	\$ 43,200

Due to the significant cost savings offered from Baxter IT, the City decided to utilize Baxter IT for the service. Baxter IT has also supported other City Departments with IT projects as requested by the City staff.

Budget Implications

Baxter IT proposed monthly cost is \$13,750 (\$165,000 annually). The cost includes the following **most important** features (and additional features are included in the attached agreement):

- 24/7 Phone Support
- Two Days Weekly On-Site
- 2 Hour On-Site Response When Needed (outside of the 2 days on site)

Due to numerous City projects associated with the New City Hall and Public Safety, it is more affordable to allow 2 days on-site in the agreement. The 2 days allow technology assistance with several City projects rather than paying an hourly rate. The cost associated with Information Technology services is included in the 2025 Adopted Budget.

Legal Review

The agreement was reviewed by the City Attorney.

Staff Recommendation

City staff has worked with the Chief Information Officer, Jim Barfield, for the best solution moving forward. The City will go through a formal bid process during the fall of 2025. In the interim, the Chief Information Officer is recommending that the City work with Baxter IT for the City's Public Safety Technology needs and other City Technology needs.

Supporting Documentation and Attachments

Resolution R2025-07-1278
Information Technology Support and Maintenance Agreement