



AGENDA REPORT

New Haven, Michigan

Meeting Type

MEETING DATE: 10 December 2024

DEPARTMENT: Office of the President

DATE SUBMITTED: 3 December 2024

PREPARED BY: Brian Meissen

ITEM TITLE: VC3 IT Services

EXECUTIVE SUMMARY:

As you may remember, VC3 was the vendor who performed a security audit for the Village. They found some deficiencies with lack of multi-factor authentication, data not being backed up actively offsite, not having compliance with state mandated training, and user accounts with expired passwords but still having active logins.

VC3 is a nationally recognized municipal IT provider. They have locations all over the US, including Michigan. They are the main IT provider for BS&A and are the only IT partner listed on BS&A's website. Because they are a larger corporation, they're able to offer a higher level of IT support than we're able to currently get with SYO.

The attached brochure covers the services they offer. Additionally, VC3 has informed me that there is a grant that is open for municipalities to cover any cybersecurity upgrades and this grant would cover a portion of the annual cost with VC3.

Right now, we average about \$1,800 per month with SYO. With VC3 the monthly cost would be \$3,504 minus whatever we are able to get covered by the cybersecurity grant. There is a one-time set up fee of \$6,370.31. That said – as a result of switching to VC3 we would get a much higher level of service with multi-layered support. While I appreciate SYO's service to the Village over the years, he's a one-man band and I think here's value in going with a national organization with entire teams focusing on our security and support.

RECOMMENDED ACTION:

Accept VC3's proposal to give IT Services to the Village of New Haven, and give formal notice to SYO that we will be terminating our contract with them.