



CITY OF OREGON CITY

Staff Report

625 Center Street
Oregon City, OR 97045
503-657-0891

To: City Commission
From: IT Director Michael Dobaj

Agenda Date: 06/21/2023

SUBJECT:

IT Analysis and Support RFP award to Polar Systems

STAFF RECOMMENDATION:

Staff recommends approving an annual IT Analysis and Support Contract with Polar Systems for a period of 2 years.

EXECUTIVE SUMMARY:

The city currently uses Polar Systems for IT Managed Services. This includes infrastructure support and maintenance, Project planning, and after-hours critical support.

A previous RFP and a more recent vendor assessment was used to assess a vendor's ability to support current and future City IT needs along with their performance history in supporting IT services.

In that assessment Polar Systems was the top vendor given their history supporting City IT Services, ability to support future City IT Needs and overall cost.

This is an annual contract to allow IT to update Managed IT Services as the city grows and updates its infrastructure and cloud services as well as the city's internal support capabilities. The approval request is for the next 2-year biennium with an option to extend for another 2 years.

BACKGROUND:

In 2022 the City issued an RFP for IT Analysis and Support. 10 responses were received. Polar Systems was selected as a best fit for these services based on project approach, experience, and overall cost.

Since that time the city has hired a new IT Director who has brought in different viewpoints and capabilities. This has changed the future IT needs for the city which is why the previous RFP and more recent vendor assessment was completed.

Polar systems has been serving the City since 2013, supporting networking, server, and IT infrastructure. The current proposal includes these services, as well as an ability to drive and support the resiliency, reliability, modernization efforts and cloud migration of the City.

OPTIONS:

1. Approve annual agreement for a period of 2-Years.
2. Request more information from staff.
3. Reject the recommended agreement.

BUDGET IMPACT:

Amount: \$204,600 (\$102,300 / Year)

FY(s): 2024, 2025

Funding Source(s): 100-170-6004 (General Fund)

Documents:

1. IT Analysis and Support RFP
2. Polar Response to IT Analysis and Support RFP
3. Personal Services Agreement
4. Polar Systems Master Services Agreement
5. Addendum A to Master Services Agreement
6. Polar Systems Managed Services Schedule
7. Exhibit B - Standard Conditions