

Memorandum



To: Mayor and Town Council

From: Ryan Spitzer

Date: 6/10/2022

Re: IT Contract

Overview:

The Town has been in its current Managed IT Services contract for five (5) years. There was a request from several departments to look at another vendor. In January of 2022 the Town began a RFQ process to solicit proposal to competitively compare new managed service providers. The town receive four (4) proposals to include our current vendor. A committee made up of representatives from PCS, Police, 911, and Administration reviewed and interviewed vendors. It was decided to go with a new vendor, VC3, at the end of the interview process.

The cost is \$12,189 per month which is about \$2,000 more than we currently pay per month. The contract is for 60 months, but with a provision to cancel early if it is deemed that service levels are not sufficient.

VC3 is a preferred vendor of the North Carolina League of Municipalities which means they have been vetted by them. VC3 does managed services for other municipalities of Pineville's size and complexity in both North Carolina and other states. They also have several sheriff agency contracts who have a PSAP. This should give them a good basis for the service demands of both the PD and other departments. VC3s size also allows it to have 24/7 service for our departments and multiple people in positions to allow for quick response times.

Attachments:

Service Advantage Work Order Contract
Master Service Agreement

Recommendation:

Approve the contract with VC3 for Managed IT Services