

PROXIT, INC. PROPOSAL FOR SERVICES

November 26, 2025

OVERVIEW

Proxit, Inc. is pleased to submit this proposal for services to support the Village of Thornton. The purpose of this proposal is to provide options for bundling ongoing end-user/network support and CTO services to the Village.

Our proposal will help the Village control its IT costs while also adding additional services and network security the Village does not currently receive.

The Objective

To strengthen IT governance, enhance operational efficiency and improve overall productivity by streamlining how the Village receives IT services and add a CTO. The CTO will provide strategic oversight of technology initiatives, ensure robust IT controls and cybersecurity measures, streamline system integration and champion user-centric solutions that will help improve productivity across the Village.

OUR PROPOSAL

We are recommending the addition of a CTO role to enhance the Village's technological capabilities, strengthen IT controls and drive improvements in end-user experience and productivity. As technology is central to operational success, the CTO will provide strategic leadership in aligning IT infrastructure with strategic goals, ensuring compliance with security and governance standards and identifying innovative solutions to improve system performance. The CTO will serve as key liaison between technical teams and administration, enabling more informed decision-making and long-term planning. Proxit is proposing two options:

- Option 1 - Proxit provides IT Services, Help Desk, Routine Maintenance and CTO Services
- Option 2 - Proxit will provide only CTO services to support existing IT services provided by the current contractor.

Technical/Project Approach

A CTO in a municipality plays a different role than a private company because of the focus on public service delivery, resident engagement, compliance and the efficient use of taxpayer dollars. Here is a breakdown of some of the work that a CTO will be responsible for:

- Technology Strategy and Governance
 - o Develop and implement a technology roadmap aligned with the Village's strategic plan.
 - o Establish IT governance policies such as procurement standards, cyber security standards, data privacy and compliance.
 - o Advise Village leadership on how technology can improve operations and community services.
- Infrastructure and IT Operations

- Oversee the Village's IT infrastructure – networks, data center, cloud migration, cybersecurity, etc.
- Modernize legacy systems
- Ensure reliable, resilient services for critical functions – Police, fire, water and emergency management
- Cybersecurity and Data Protection
 - Protect sensitive municipal data – resident records, financial systems and critical infrastructure
 - Implement compliance with federal/state regulations – CJIS, HIPAA, etc
 - Develop incident response plans for ransomware, data breaches and other cyber-attacks on Village systems.
- Data and Analytics
 - Promote data-driven decision-making – using analytics for resource allocation, budget forecasting, etc.
 - Manage open data programs – make government data accessible for transparency and innovation.
 - Ensure data governance – accuracy, consistency and accessibility across departments.

Resources

Bringing a CTO into a municipal environment requires more than just one person. It means setting up the right leadership structure, governance and support systems for the CTO to succeed. Executive leadership should champion the CTO role to ensure technology is recognized as a core enabler of the Village's strategy and not just "IT support".

As a critical component of this proposal, the Village will need a plan to execute on the recommendations stated in the IT Risk Report dated November 2, 2025.

PRICING

Option 1

Proxit is proposing fixing monthly costs for IT Services, Help Desk, Routine Maintenance and CTO Services at \$66,000/yr paid in monthly installments.

Option 2

Proxit is proposing fixing monthly costs for CTO services at \$18,000/yr paid in monthly installments.

Please contact me with any questions or to discuss this proposal.

Scott Stephens

Proxit, Inc.

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