



Council Agenda Item

Meeting Date: April 4, 2024

Agenda Item: 2024 Digicorp Block Contract

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BACKGROUND

(Enter the who, what when, where, why)

The City of Whitewater partnered with Digicorp beginning in 2015 for the installation of the City's VOIP phone system. As Digicorp staff are familiar with our infrastructure and can provide immediate support, a sole-source procurement was pursued last winter. Because the City's IT infrastructure is extremely complex and outdated, Digicorp has been helpful in bridging the knowledge gap in both major projects and everyday operations. Since the City hired another full-time IT employee last month, I expect this block to last for quite some time and not to be used for standard operations; rather, it is strictly for niche, complex, or emergency issues. The City's infrastructure is extremely old, and their assessments and recommendations are integral to ensuring key devices do not fail and are instead sunset in a proper manner. In the 18 months, Digicorp has assisted the City in the following projects through past block contracts.

- The creation of the City's PEG channel on Spectrum
- Assisting a part-time intern in providing user support while I was on medical leave
- Replacement of all squad MDCs
- After the City's backup device catastrophically failed, Digicorp loaned us a backup device until we could purchase another
- The upgrade & migration to Portals XL for the Police Department

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS

(Dates, committees, action taken)

- \$15,000 block approved 11/7/23
- \$40,000 block approved 12/20/22

FINANCIAL IMPACT

(If none, state N/A)

This is a budgeted expenditure for 2024 and is funded by allocations from all departments based on past usage.

Without this block, we would have to reach out to Digicorp or other service providers for assistance and be billed whatever they choose after the fact. Having a block contract means we are charged less per hour as we paid in full.

STAFF RECOMMENDATION

Staff recommends approving this \$50,000 block contract which will last at a minimum through the end of the year.

ATTACHMENT(S) INCLUDED

(If none, state N/A)

1. Digicorp's pre-paid labor block dollar contract in the amount of \$50,000.