



Legislation Details (With Text)

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On agenda: 2/26/2024 **Final action:** 2/26/2024
Title: On-Call Technology Services Contract Extension

Attachments:

Date	Ver.	Action By	Action	Result
2/26/2024	1	City Council Business Meeting	Approve	

On-Call Technology Services Contract Extension

Action:

- A. Approve a contract extension for two years with Intratek Computer, Inc. for on-call technology services,**
- B. Authorize the City Manager to renew the contract for a two-year term with possible price adjustments, and to amend the contract consistent with the purposes for which the contract and this amendment were approved, and**
- C. Authorize the City Manager to purchase such additional software licenses, maintenance, support, services, and hardware as required to continue to receive these on-call technology services for the term of the contract.**

Staff Resource(s):

Markell Storay, Innovation & Technology

Explanation

- Intratek was selected in 2009 following a Request for Proposal (RFP) process, to provide the IT Service Desk frontline support for IT-related issues and requests. The initial contract was for a term of eight years.
- Another RFP was conducted in 2016 and Intratek again was selected, for an initial term of four years, with two optional two-year renewals. Both renewals have been exercised and the contract is scheduled to end on January 1, 2025, with no available renewals.
- The city has several major projects ongoing over the next three to four years, including replacement of the city’s Human Resources and Enterprise Resource Planning systems and replacement of the city’s network equipment.
- Conducting an RFP process and transitioning the frontline support for IT-related issues and requests would introduce additional complexity into successfully completing these projects.
- Extending the IT helpdesk contract with Intratek allows for completion of these projects prior to conducting another RFP for frontline support services.
- A waiver of a competitive solicitation process for services may be granted on a limited basis when deemed appropriate and in the city’s best interest. A waiver has been approved for these services based on the need for continuity of service.
- Annual expenditures are estimated to be \$1,804,299.

Charlotte Business INclusion

This is exempt under the CBI Program. However, Intratek has committed 20% (\$4,322,388) of the total

contract amount to the following certified firms:

- Miles Technology Solutions (MBE, SBE) (\$1,661,194) (technology support)
- Monarch Technologies (SBE) (\$2,661,194) (technology support)

Fiscal Note

Funding: I&T Operating Budget