



MEMORANDUM

To: Mayor and City Council

From: Josh Littrell, Director of Enterprise Solutions

Date: April 28, 2026

Reference: Consider approval to purchase Network & Collaboration Managed Support and Engineering Services from Driven Tech Inc., National Cooperative Purchasing Alliance (NCPA) contract # 01-137 for Managed Services as provided in the Enterprise Solutions Replacement Fund in the amount of \$269,532.20; and authorizing the City Manager to sign any necessary documents.

2040: Apply “Smart City” Approach to Resource Management

Introduction:

This agenda item is presented for Council consideration and approval of a contract with Driven Tech for managed services for both Service Desk support and network operations to ensure continuity, security, and day-to-day reliability of critical technology systems.

Background:

The City of Coppel has utilized a contract for managed services consisting of service desk and network management for almost a decade. With recent departmental changes and strategy to bring the service desk in-house, staff also started exploring managed services for the City’s network managed services to better align with internal expectations, communication, accountability, strategy, long-term plans and partnership.

Benefit to the Community:

Managed network services provide the backbone for the City’s digital services, ensuring residents can access online resources, communicate with staff, and receive services without disruption. A secure and resilient network helps protect personal information, supports emergency response systems, and ensures that City services remain available when the community needs them most.

Legal Review:

The Procurement division has reviewed the documents and determined that this is an appropriate method of contracting with the vendor.

Fiscal Impact:

The fiscal impact of this purchase is \$269,532.20 Year One with a one-time onboarding fee of \$42,204.20 included and is available in the General Fund Budget.

Recommendation:

The Enterprise Solutions Department recommends approval.