



## Legislation Text

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**File #:** 2016-2767, **Version:** 1

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Consider approving a Professional Services agreement with Connected Workplace Solutions for managed service desk services in the total amount of \$336,800; and authorizing the City Manager to sign.

As part of the Information Systems Strategic Plan we identified the need to have a managed services provider assist with the daily care and maintenance of our Information Systems (IS) environment. The managed services provider will become the first response support for any IS issues involving our physical and virtual server environment, workstations, desktops, laptops, tablets and network devices.

**Fiscal Impact:**

The fiscal impact of this Agenda item is a one year agreement at a cost of \$274,800 plus the onboarding cost of \$62,000 for a total of \$336,800. The funds for this agreement have been budgeted in Information Systems, Other Professional Services. (01-11-01-4220)

**Staff Recommendation:**

The Information Systems Department recommends approval.

**Goal Icon:**

[Sustainable City Government](#)