



# City of Oregon City

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## Staff Report

File Number: 13-398

**Agenda Date:** 6/19/2013

**Status:** Agenda Ready

**To:** City Commission

**Agenda #:** 8g.

**From:** Community Development Director Tony Konkol

**File Type:** Contract

### **SUBJECT:**

Information Technology Support Contract

### **RECOMMENDED ACTION (Motion):**

Staff recommends the selection of Polar Systems for a 2-year Information Technology Support Services contract.

### **BACKGROUND:**

The City currently employs 1 full-time IT staff member, and uses an outside Network Consultant for network, desktop, application, and user support. The City has employed an outside contractor since 2003 for existing support services, and while the service contract has not changed, the City's need for expanded support has changed. This includes quick response time in the field, robust remotely managed helpdesk/troubleshooting, and expanded strategic consultation and software implementation. The City issued an RFP for such services in April, and scored the respondents on Project Approach (40%), Experience (30%), Cost (20%), and References (10%). From this process, the City recommends the selection of Polar Systems for a 2-year contract.

Polar Systems currently provides IT support services to other local municipalities our size and larger, has experience with specific Public Safety applications we use, and has a deep helpdesk support team. In addition, they have been working with the Police Department on a project basis implementing an e-Ticketing system and provided excellent service.

Using this ranking, we did not select the #1 vendor; instead the #2 vendor proposal from Polar Systems was selected as the best match overall for the City's IT needs.

### **BUDGET IMPACT:**

Amount: \$393,120 for a two-year contract

FY(s): 2013-2015      Funding Source: 300-020-321 General Fund