



Memo

Date: 14 November 2025
To: Mayor, City Council and Staff
Cc: File
From: Brad Wilson, City Recorder
RE: Managed IT Services

A committee consisting of Council Member Jeff Drury, Council Member JC Simonsen, Camille Palmer, and I reviewed the responses to the City's request for proposals (RFP) for managed IT services. We recommended with conditions and the City Council approved entering into a contract with Nexus IT. It was learned after that approval that the company increased its bid from what was initially submitted. The committee no longer recommends entering into a contract with them.

The committee now recommends that the Council approve a contract with IT Now which was its second choice to provide managed IT services. The recommendation is based on the following items:

- The monthly cost would be \$2,718 with a one-time onboarding fee of \$2,402. This is the third lowest cost per month of the 11 proposals submitted.
- They have experience with the City's financial software and other software used by staff.
- They will service all computer-related devices and hardware used by the City. They will manage the lifecycle of these devices and hardware.
- They provide unlimited remote support and will be on site once a month. After hours support is an additional charge.
- They currently support several other local governments.

We would recommend the following conditions in the contract:

- A three-year contract but the contract could be terminated after a one-year trial period.
- The contract could be terminated if the company is sold.

Please contact me or any member of the evaluation team if you have any questions.