



**CITY OF WILDOMAR
CITY COUNCIL REGULAR MEETING
CONSENT CALENDAR
Agenda Staff Report # 1.22
Meeting Date: May 13, 2026**

SUBJECT: Approval of a Services Agreement with Infinity Technologies for Information Technology and GIS Support Services

SUBMITTED BY: Cory Gorham, Assistant to the City Manager

PREPARED BY: Cory Gorham, Assistant to the City Manager

ACTION:

Authorize the City Manager to execute a Services Agreement with Infinity Technologies for Information Technology and GIS Support Services and waive any informality or irregularity in the bid.

SUMMARY:

The City Council is being asked to approve a 3-year Services Agreement with Infinity Technologies to provide managed Information Technology (IT) and Geographic Information System (GIS) support services. Infinity Technologies is the City's current service provider and has supported the City since 2021. The proposed agreement will continue these services while enhancing service delivery, including increasing on-site support from two (2) days per week to three (3) days per week.

BACKGROUND:

The City of Wildomar currently contracts for IT and GIS support services to maintain daily operations, support staff, and ensure the reliability and security of the City's technology environment. Infinity Technologies has served as the City's IT and GIS provider since 2021, supporting the development and ongoing operation of the City's systems, infrastructure, and applications. The original agreement with Infinity Technologies was approved in May of 2021 for a three year term with two additional one year extensions. The City has exercised both extensions and the agreement is set to expire on June 1, 2026.

As the City's operational needs have evolved, including increased reliance on digital services, cybersecurity requirements, integration of GIS across departments, and increased staff size, the City initiated a Request for Proposals (RFP) process to evaluate service delivery options, cost effectiveness, and to ensure alignment with current and future priorities.

The RFP was released on March 24, 2026, and proposals were due on April 30, 2026. The RFP sought qualified firms capable of providing comprehensive services, including help desk support, infrastructure management, cybersecurity, GIS services, audio/visual support for public meetings, and an option for website development and maintenance.

As part of the process, the City conducted a staff survey to assess current service performance and identify areas for improvement. Key themes included the need for improved response times, enhanced cybersecurity, modernization of systems, and a more proactive service model.

Following receipt and evaluation of proposals, staff determined that Infinity Technologies remains best positioned to meet the City's operational needs due to its institutional knowledge, proven performance, competitive pricing, and ability to provide continuity of service without disruption.

DISCUSSION:

The selection of a managed IT and GIS services provider is a critical operational decision, as these services support nearly all City functions, including finance, community development, public works, engineering, and public-facing services. As such, reliability, responsiveness, and system continuity are essential to maintaining daily operations and delivering services to the community.

Following the issuance of the Request for Proposals (RFP) and receipt of eight qualified submissions, staff conducted a comprehensive evaluation process. Proposals were evaluated based on experience, technical approach, service delivery model, staffing, transition plan, and cost. While several firms demonstrated strong qualifications, Infinity Technologies was determined to provide the best overall value to the City when considering both operational continuity and long-term service delivery.

A key factor in this determination is Infinity Technologies' longstanding role as the City's current IT and GIS provider. Infinity Technologies has supported the City since 2021 and has developed a deep understanding of the City's systems, infrastructure, applications, and operational workflows. This institutional knowledge significantly reduces the risk typically associated with transitioning to a new provider, including potential service disruptions, delays in onboarding, and loss of system familiarity.

Unlike a new provider that would require a transition period to assess and learn the City's environment, Infinity Technologies proposes a "continuity and optimization" approach. This model allows services to continue uninterrupted while focusing immediately on validating system performance, addressing gaps, and implementing targeted improvements within the first 90 days. This approach aligns with the City's operational needs and minimizes risk during the contract transition period.

Infinity Technologies also provides a fully integrated IT and GIS service model, which is a key advantage for the City. Rather than treating GIS as a separate or siloed function, their approach embeds GIS services within the broader IT framework, allowing for better coordination, improved data integration, and enhanced support for cross-departmental workflows. This integration supports more efficient operations and enables data-driven decision-making across departments.

The proposed service delivery model includes a combination of on-site support, remote support, and specialized technical resources. The City will continue to receive 24/7 help desk support, proactive system monitoring, cybersecurity services, and infrastructure management. In addition, a dedicated on-site technician will serve as the primary point of contact for day-to-day support, troubleshooting, and

coordination with City staff.

Based on feedback received through the staff survey, staff identified a need for increased on-site presence to improve responsiveness and provide more direct support to departments. As a result, the proposed agreement includes an increase in on-site services from two (2) days per week to three (3) days per week. This enhancement is expected to improve service delivery by reducing response times for in-person issues, increasing staff accessibility to IT support, and strengthening coordination across departments.

Infinity Technologies also demonstrated a strong service delivery framework supported by defined Service Level Agreements (SLAs), performance tracking, and regular reporting. Their approach includes centralized service management, priority-based response protocols, and structured escalation procedures, ensuring accountability and transparency in service delivery. The firm also provides ongoing strategic planning support, including technology roadmaps, lifecycle planning, and budget forecasting, which aligns with the City's goal of transitioning to a more proactive and strategic technology management model.

While other proposers offered competitive and innovative solutions, staff determined that Infinity Technologies provides the optimal balance of reliability, continuity, pricing, and opportunity for improvement. The ability to maintain uninterrupted operations while implementing targeted enhancements positions the City to improve service delivery without the risks associated with a full transition to a new provider.

Overall, the proposed agreement with Infinity Technologies supports the City's objectives of maintaining stable operations, improving service responsiveness, strengthening cybersecurity, and advancing long-term technology modernization efforts.

FISCAL IMPACT:

The proposed Services Agreement with Infinity Technologies will be funded through the City's adopted budget for Information Technology services. The agreement is structured to provide a fixed monthly cost for core IT and GIS services, ensuring predictability and stability for budgeting purposes. The year-to-year increases in annual cost reflect an annual adjustment of three percent (3%). The proposed Year 1 costs are within and do not exceed the approved budget for Fiscal Year 2026/27.

Year 1: \$205,136

Year 2: \$211,290

Year 3: \$217,628

ATTACHMENTS:

[City of Wildomar_IT-GIS Support Services Proposal v2.pdf](#)

[Request for Proposal Wildomar - IT and GIS Support Services.pdf](#)

[2026 Agreement for Services Infinity Technologies.pdf](#)