LIVERMORE
CALIFORNIA

CITY COUNCIL STAFF REPORT **ITEM NO. 6.19**

DATE: September 14, 2026

TO: Honorable Mayor and City Council

FROM: Kristen Hilton, Acting Administrative Services Director

SUBJECT: Resolution authorizing the execution of an agreement with ROK Technologies, LLC for managed cloud services supporting AWS-hosted ArcGIS Enterprise environment and related software services for three years in an amount not-to-exceed $245,304.

RECOMMENDED ACTION

Staff recommends that the City Council adopt a resolution authorizing the City Manager to execute an agreement with ROK Technologies, LLC to provide managed cloud services for the City's AWS-hosted ArcGIS Enterprise environment and related services in an amount not-to-exceed $245,304 for a period of three years.

SUMMARY

The proposed agreement with ROK Technologies, LLC provides managed Amazon Web Services ("AWS") within the City's Geographic Information Systems ("GIS") Enterprise environment. AWS is a secure and scalable cloud platform used to host and run the City's GIS infrastructure, which stores critical spatial data to create dashboards and tools for city planning and capital improvement projects. Under the agreement, ROK will deliver comprehensive system administration, including software upgrades, security patching, database maintenance, virtual desktop support, infrastructure monitoring, and incident response. The contract term is three years, from September 1, 2026, through August 31, 2029, with a not-to-exceed amount of $245,304. Staff recommends that the City Council adopt a resolution authorizing the City Manager to execute the agreement.

DISCUSSION

The City's Geographic Information Systems (GIS) environment was previously hosted on an aging on-premises server infrastructure that experienced frequent instability and system crashes. Public-facing GIS sites and internal applications routinely failed, interrupting access to critical spatial data used by multiple City departments. Because the City did not have in-house expertise in GIS infrastructure, cloud architecture, or ArcGIS Enterprise administration, staff were unable to diagnose or resolve these outages. This resulted in extended periods of downtime and significant disruption to City operations.

To maintain basic functionality, the City depended on legacy consultants; however, their long turnaround

times often delayed resolution of urgent issues. As a result, staff could not perform core GIS duties efficiently or, in certain cases, at all. Persistent instability in the GIS environment created operational inefficiencies, limited the City's ability to support department workflows, and impeded delivery of reliable, data-driven services.

ROK Technologies has demonstrated reliable service delivery, improved system uptime, and provided specialized technical expertise. The City has maintained a contract with ROK Technologies for the past two years, and staff is now recommending entering into a three-year agreement to continue their managed services and support through August 31st, 2029.

FISCAL AND ADMINISTRATIVE IMPACTS

The agreement for professional services between the City of Livermore and ROK Technologies, LLC includes a not-to-exceed amount of $245,304 for a period of three years. All costs associated with the proposed contract are included in the current Information Technology Division's budget.

COMMUNITY PILLAR

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GOAL

11. Modernize key business systems and processes to increase efficiency and improve transparency.

ATTACHMENTS

1. Resolution
2. Exhibit A - Agreement

Prepared by: Kim Loan Tran
GIS Program Manager

Approved by:

Marianna A. Burch
City Manager

Fiscal Review by:

Kristen Hilton
Acting Administrative Services Director