



City Council Staff Report

Subject: Information Technology Infrastructure Services Contract

Date: January 14, 2025

Submitted By: Brian Graves, Principal IT Analyst
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Department: Administrative Services - IT

Recommendation:

Adopt a Resolution of the City Council of the City of Rocklin Approving and Authorizing the City Manager to Execute a Contract for Services with Network Design Associates, Inc.

Background:

Municipalities increasingly rely on technology to drive business operations, enhance customer experience, and maintain competitiveness. Managing all IT infrastructure and security in-house can be costly, complex, and resource intensive. Partnering with a Managed Services Provider (MSP) to obtain assistance where needed offers several compelling benefits, making it a strategic choice for local governments of all sizes.

Maintaining an in-house IT team with diverse expertise to handle any technology issue or challenge that may arise with adequate cross-training can be expensive and often cost prohibitive especially for small to medium-sized cities. MSPs offer access to a talented pool of engineers with in-depth experience in all areas of IT to supplement the skillsets of City IT staff. MSPs can also ensure that systems are regularly updated, patched, and optimized, reducing vulnerabilities and maintaining peak performance while City IT staff spend more time working on projects and assignments that require in-depth institutional knowledge and expertise. MSPs are also better equipped to handle certain infrastructure upgrade projects because they perform these upgrades for clients on a regular basis. Since MSPs handle the infrastructure upgrades with regularity, they remain knowledgeable of upgrade plans and procedures and also fixes to common issues that may arise once the upgrade is completed which results in a smoother transition to new technology. It is also very beneficial to partner with an MSP for emergency infrastructure support and security incident response. While these events are rare, they often require a large amount of resources over a prolonged period of time and MSPs can help relieve IT staff and dramatically reduce remediation and recovery times.

Since January 2020, the City has maintained an MSP contract that has proven essential for supporting and upgrading the IT Division's infrastructure, ensuring the network meets growing demands. The vendor has also assisted City IT staff with infrastructure, enterprise, and business software implementation projects. To sustain this successful partnership, a new

contract is needed to continue these critical services and ongoing support.

To secure these services, the City recently issued a Request For Proposals for information technology infrastructure support services which concluded in December of 2024. Eleven proposals were received, reviewed, and scored against criteria including qualifications of staff to support the City's technology stack, understanding of the requested scope, ability to provide services including on-site support for after-hours emergencies, the vendor's timeline and approach for providing services, and the cost. After the thorough evaluation based on the evaluation factors, the panel has determined that Network Design Associates, Inc (NDA) is the top ranked vendor to provide services to the City.

Over the next five years, the City has identified numerous projects aimed at improving system availability, performance, security, and service delivery. These include server and storage upgrades, selectively migrating additional infrastructure and services to the cloud, implementing new and improved network security and data privacy tools, bringing a new fire station online, and expanding its advanced traffic management and video management systems to name a few. In addition, multiple enterprise software implementation projects are planned including the implementation of a new document management and retention system and the implementation of an enterprise GIS-centric asset and workflow management system. Partnering with an MSP will ensure City IT staff can complete these projects on schedule while keeping the technology infrastructure properly maintained.

Staff recommends entering into a five-year agreement, with an initial three-year term and two optional one-year extensions, to support the City's strategic technology goals. The proposed \$694,000 agreement includes up to 800 hours of assistance per year. The attached Resolution (Attachment 1) authorizes the City Manager to execute the Professional Services Agreement with Network Design Associates, LLC for IT Infrastructure Support Services.

Fiscal Impact:

Sufficient funds are available in the Fiscal Year (FY) 2024/25 Operating Budget to cover the cost of the proposed agreement. Funding for future years will be requested during the annual budget process for City Council approval.

ATTACHMENTS:

1. [Resolution](#)
2. [Resolution Exhibit A - Contract For Services](#)