

TOWN OF WINDSOR AGENDA REPORT

Joint Windsor Town Council, Windsor Redevelopment Successor Agency and Windsor Water District Meeting Date: May 7, 2025

To: Mayor and Town Council
From: Julé Taylor, Senior Management Analyst
Subject: Amendment to Master Professional Services Agreement for Information Technology with Portola Systems, Inc.

Recommendation to Council:

Approve Amendment No. 3 to the Master Professional Services Agreement with Portola Systems, Inc., and authorize the Town Manager to execute a term extension for Information Technology Services on behalf of the Town.

Strategic Plan Element:

The recommended action supports the goal of Organizational Effectiveness. Goal Statement: Achieve a high performing organization by nurturing an engaged workforce committed to a shared vision of public service.

Background:

Council approved a Master Services Agreement with Portola Systems, Inc. on March 11, 2020. During this term Consultant has provided services to manage and maintain the Town's technology infrastructure and various Town wide and Department specific Technology projects. Staff has exercised the agreements 2 (1)-year renewals.

Discussion:

In alignment with the Town's Technology Master Plan (TMP), Consultant services provided during the term of this Master Agreement focus heavily on management and maintenance of the Town's technology infrastructure including cyber security, business continuity and disaster recovery. Consultant also provides a help desk for staff assistance and incidents and has been an invaluable resource in assisting with many of the Town's technology initiatives. Following are a few examples of projects completed to date:

- Switch, server and router upgrades and enhancements including integration of a hybrid solution for data storage
- Execution of a cloud hosted colocation for backups and disaster recovery
- Town Cameras setup and maintenance
- Implementation of a mobile network for the Town's Emergency mobile unit
- Penetration tests and vulnerability scans
- Wireless network expansions
- Zoom room implementations, maintenance & management
- Implementation of several cybersecurity related projects

Staff are currently working on several technology projects including upgrading town wide legacy software solutions (Enterprise Resource Planning/ERP and Land Management applications),

consolidation and enhancement of data into one Town Geographic Information System (GIS) and transition from town share files to Microsoft SharePoint with Teams integration. With these projects in addition to ongoing duties, town resources have reached maximum capacity.

The ERP project is anticipated to be completed in July 2027. Consultant has invaluable knowledge of the Town's infrastructure and operational insight that will be required during this time frame. Staff is requesting approval of a term amendment for 2 additional years extending the contract term to June 30, 2027.

Fiscal Impact:

Allocations for this agreement are included in the Administrative Services budget request for Fiscal Years 2025/26 and 2026/27.

Environmental Review:

The recommended action does not constitute a "project" within the meaning of California Environmental Quality Act (CEQA) Guidelines Section 15378 and requires no environmental review.

Attachment(s):

1. [Amendment No. 3](#)
2. [Master Professional Services Agreement with Portola Systems, Inc.](#)
3. [Amendment No. 1](#)
4. [Amendment No. 2](#)

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Reviewed by:

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Approved by:

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