



**Meeting Date:** April 3, 2024

**Prepared By:** Tiffany Farrell, Director of Corporate Services

**Report No:** CPS-19-2024

**Subject:** Information Technology Services Agreement

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**Recommendation:**

THAT Report CPS-19-2024, re: Information Technology Services Agreement be received;

AND THAT the Information Technology Services Agreement attached as 'Appendix A' be approved;

AND FURTHER THAT the Mayor and Clerk be authorized to execute the Information Technology Services Agreement with the County of Middlesex.

**Purpose:**

To present to Council the 2024 Information Technology (IT) Services Agreement with the County of Middlesex.

**Background:**

In 2021/2022, Middlesex Centre undertook an IT Review with funding through the Government of Ontario's Provincial Modernization Grant. Blackline Consulting was contracted to complete the work.

Linked to the review, Middlesex Centre developed and implemented a new IT Master Plan in January 2022. In 2023, the County of Middlesex also completed an IT review and new IT Master plan. As part of both of those reviews, it was recommended that the Municipalities update the current (expired) IT services agreement. In Middlesex Centre's IT master plan, this was recommendation No. 2 Enhance the IT service delivery by amending the contract with County IT to define service levels and reporting requirements.

Staff have been working with our IT service provider, Middlesex County on finalizing the 2024 IT service agreement since 2023.

The prior IT service agreement was entered into in 2018 and expired in 2022, however both organizations have continued to follow the agreement annually while the new agreement was being created and finalized.

**Analysis:**

Middlesex Centre contracts out the information technology services of the Municipality to the County of Middlesex. The centralized IT service at the County of Middlesex services many of the lower tier municipalities in the County, and this cooperative effort allows all municipalities involved to receive high quality information technology services at a cost which is not prohibitive. The term of the contract is for five years, with two additional five-year automatic renewals.

Staff have worked closely with the County of Middlesex's IT department in the creation of the agreement, specifically around schedule A of the agreement, which outlines all the services being provided from the County to the Municipality. The updated agreement will include more regular site visits and quarterly reporting. The services being provided include, but are not limited to:

- Technical support
- IT budgeting and procurement
- IT asset management
- Management of software licensing and hardware maintenance agreements
- Network and server monitoring
- IT security
- IT governance
- Server virtualization
- Website support and content updates
- User account management
- System support (network, telephone, server, hardware, software, etc.)
- IT incident response

Overall, it is important that the municipality continue with our current partnerships within the county to provide high quality services to the community in a cost-effective manner. Therefore, Staff are recommending approving the IT service agreement.

The agreement as prepared is attached to this report as Appendix A. The schedules associated with the agreement which contain confidential information related to security measures have been redacted.

## **Financial Implications:**

Annual costs associated with IT are included in the annual operating budget. The fees include the base costs (for the services) and actual costs adjustments for any change orders completed in the year. The 2024 annual service costs for the County of Middlesex's IT services are \$86,400 and it will increase by a minimum of 3% each year to account for increased labour and operation costs.

## **Strategic Plan:**

This matter aligns with following strategic priorities:

The information technology services agreement as discussed in this report directly responds to:

- Responsive Government - Objective 5.3 – Foster a culture of innovation, continuous improvement, and cost-effective service delivery
  - By sharing information and gathering input, continuing our timely and effective communication to the public.
  - By reviewing and enhancing our processes
- Responsive Government - Objective 5.4 – Expand our Partnerships
  - By working with Middlesex County, neighbouring municipalities and community organizations.

## **Attachments:**

Appendix 'A' – Information Technology Services Agreement

