



**ROSS VALLEY SANITARY DISTRICT**

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**STAFF REPORT**

**For the Meeting of July 19, 2023**

July 13, 2023

To: Board of Directors

From: Felicia Newhouse, Assistant General Manager

Subject: **Approve Annual Managed Services with IT Hub LLC for Information Technology (IT) Support in Fiscal Year 2023-24 for an Amount Not to Exceed \$90,000**

**Summary**

This staff report is presented to the Board to consider approving annual managed services with IT Hub for IT support for FY 2023-24 in an amount not to exceed \$90,000.

**Discussion**

Since 2013, IT Hub's owner, Ryan Cudia, and his staff have successfully managed and maintained the District's IT systems and provided as-needed support, including major hardware upgrades and enterprise-wide soft deployments and updates. IT Hub also consistently maintains industry-standard IT security for the RVSD network.

The District has elected to outsource its IT support services for several reasons, including it is more cost effective than hiring staff, it provides greater access to IT expertise, and it allows the organization to focus on core operations. The Managed IT Service Provider (MSP) subscription model used by IT Hub provides the District with predictable IT support costs and a proactive approach to IT management which often prevents problems from occurring and disrupting business operations.

IT Hub contract services include the support for all of the District's workstations and laptops, physical and virtual servers, network and mobile devices, and software implementation management. Dedicated technicians are assigned to manage all service ticket requests and special projects, providing workday and after-hours response as needed. IT Hub staff provide in-person technical support at District facilities weekly, at both Kerner and Larkspur Landing, as well as the new District headquarters at 1111 Andersen.

***Fiscal Impact and Sole Source Procurement***

This scope was budgeted in the Fiscal Year 2023-24 Budget approved by the Board in June.

Sole source procurement is any acquisition which, by virtue of the specifications required or by the clear and specific restrictions imposed by a provider, restricts the procurement to one vendor

or to one brand. The District's Financial Policies provide allowable justifications for sole source procurement (Section 11.19) including when, in the judgment of the Purchasing Agent, it is in the best interest of the District to negotiate, without engaging in competitive bidding process, an extension of an existing contract for goods or services based upon satisfactory performance, as long as such negotiated price is fair and reasonable.

Staff recommends that the knowledge and expertise of IT Hub, their ten years of experience with the District's IT systems, and their responsiveness and proactive approach, justifies the sole source procurement.

**Recommendation**

Staff recommends the Board approve annual managed services with IT Hub LLC for Information Technology (IT) support in Fiscal Year 2023-24 in an amount not to exceed \$90,000.