



MUNICIPALITY OF THAMES CENTRE

REPORT NO. CAO-013-23

TO: Mayor and Members of Council

FROM: Chief Administrative Officer

MEETING DATE: November 27, 2023

SUBJECT: Information Technology (IT) Services – Amending Agreement with Middlesex County

RECOMMENDATION:

THAT Report No. CAO-013-23 be received for information;

AND THAT Council authorize an amending agreement for the provision of Information Technology (IT) Services with the County of Middlesex;

AND THAT staff be directed to bring forward the agreement and implementing by-law for Council's consideration at a future meeting.

PURPOSE:

The purpose of this Report is to propose an amending agreement for the provision of Information Technology (IT) Services from Middlesex County, for Council's consideration and adoption at a future meeting.

BACKGROUND:

On May 7, 2018, By-law No. 46-2018 was passed by Council, being a by-law to authorize the execution of an Information Technology Services agreement with the Corporation of the County of Middlesex for the provision of IT Services to the Municipality of Thames Centre.

An amending agreement has been proposed by the Director of Information Technology Services for Middlesex County, containing the following proposed changes to our current agreement:

- The 2018 agreement auto-renewed for 5 years when it expired. Because of this, wording has been added to, "revise and enhance through this 2023 amending Agreement"
- The addition of an optional one-day scheduled full-Service Desk staffer on-site as part of the agreement at a cost of \$5000 per year. Calculations for this were based on hourly

wage and mileage costs

- The majority of items set as optional in the current agreement were already being performed by Middlesex County IT Department. Optional items have been moved to Appendix "A" – Services. Any additional requirements will be handled through the Change Order process
- Agreement has been updated to reflect service usage review and adjustments to Appendix "A" – Services
- An increase the yearly service cost from 2% to 3.5%. This number was calculated based on yearly required increases to ITS staff pay, increased costs of tools and software used to provide support and rising mileage costs. This increase has been included in the 2024 draft budget

COMMENTS:

The proposed amendments would be in alignment with Thames Centre's expectations for IT Services received. The biggest change within the proposed amendments would be the optional provision for a one-day scheduled full Service Desk Staff on-site as part of the agreement at a cost of \$5000 per year. This would provide in-person IT support for municipal staff on a consistent basis. Middlesex County IT is currently providing this service to other larger sites at their individual request.

FINANCIAL IMPLICATIONS:

An increase in the yearly service cost from 2% to 3.5% which has been included in the 2024 draft budget.

The optional addition of a one-day scheduled full-Service Desk on-site as part of the agreement at a cost of \$5000 per year.

STRATEGIC PLAN LINK

Pillar: Responsive Leadership

Goal: Thames Centre encourages an environment of innovation, resilience and community through responsive leadership.

CONSULTATION:

C. Bailey, Director of Information Technology Services, Middlesex County
J. Nethercott, Interim Deputy Clerk

REFERENCES:

None.

ATTACHMENTS:

- Draft Amending Agreement – “Information Technology Services Agreement”
- By-law No. 46-2018 - Current IT Services Agreement with Middlesex County

Prepared by: S. Henshaw, Interim Clerk

Reviewed by: D. Barrick, Chief Administrative Officer