



REPORT

To: Chair and Directors

Report Number: ADM-BRD-171

From: Trevor Ouellette, IT Manager

Date: April 15, 2021

Subject: IT Managed Service Provider Agreement No. 05-2019 Contract Extension

RECOMMENDATION: [Corporate Weighted]

That the Regional Board authorize an extension of the “IT Managed Service Provider Agreement No. 05-2019,” dated May 1, 2019, to Nortech Data Services for an additional one year term, commencing May 1, 2021 and ending May 1, 2022, at an annual fixed cost of \$62,688 (excl. taxes) to a maximum of \$105,000 including variable costs; further, that the Chair and CAO be authorized to sign the contract on behalf of the PRRD.

BACKGROUND/RATIONALE:

The service agreement with Nortech Data Services entered into in 2019 included an option for the Regional District to renew yearly for a maximum of two additional one-year terms, upon satisfactory performance determined by staff. Staff have determined that the level of service provided to the Regional District fully meets the requirements; therefore, are requesting that the second one year extension be granted. Once this extension is exhausted, the PRRD will go out to RFP as per the Procurement Policy in 2022.

Nortech Data Services Ltd. has extensive experience supporting PRRD remote landfills, transfer stations, and sewer SCADA connectivity systems remotely and on-site, specifically with the wireless modem technologies. They also have experience with the PRRD’s existing infrastructure and continue to provide insight into supporting the technology at the PRRD. Nortech Data Services Ltd. is able to provide two (2) hour on-site response as required in the Service Level Agreement. Nortech Data Service Ltd. has the necessary experience and qualifications to carry out the work required and have provided prompt, reliable, and competent support services over the term of the agreement to date.

ALTERNATIVE OPTIONS:

1. That the Regional Board provide further direction.

STRATEGIC PLAN RELEVANCE:

- Organizational Effectiveness

FINANCIAL CONSIDERATION(S):

Funding was approved within the 2021 Financial Plan.

Fixed costs are proactive monitoring and servicing of equipment (servers, desktop), backup of data to an offsite location, monthly reporting, security monitoring, antivirus support, and remote desktop tools. Examples of variable costs include special project work, service calls, on-site support. Historically,

approximately 440 hours of human technical support has been accessed through the contractor per year.

COMMUNICATIONS CONSIDERATION(S):

A contract will be sent to Nortech Data Systems.

OTHER CONSIDERATION(S):

None at this time.

Attachments: None

External Links:

1. [IT Managed Service Provider 2019 \(05-2019\) Board Report](#)