

RESOLUTION NO. _____

RENEWAL OF COMPUTER TECHNICAL SERVICES CONTRACT

Item No. 5c

WHEREAS, the Louisville Metro Housing Authority has determined that a service contract is necessary to maintain and enhance the current and future technological operations for the Authority; and

WHEREAS, the Authority has determined that upkeep of both hardware and software is essential to gain maximum benefit from the Authority's investment; and

WHEREAS, support from outside the agency is required to keep up with the constantly changing information technology field; and

WHEREAS, a contract was awarded December 1, 2019 through November 2020 to Matrix Integration to provide Technical Support for the Louisville Metro Housing Authority with options for four one-year renewals; and

WHEREAS, Matrix Integration has provided good service to the Louisville Metro Housing Authority for the several years and staff recommends renewing their contract by exercising the second one-year renewal option.

NOW, THEREFORE, BE IT RESOLVED BY THE LOUISVILLE METRO HOUSING AUTHORITY BOARD OF COMMISSIONERS, that the Executive Director and Contracting Officer, Lisa Osanka, is authorized to execute the first one-year renewal option of the contract with Matrix Integration for a fee not to exceed \$70,000 for Computer Technical Support.

RESOLUTION BACKGROUND STATEMENT

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I. STATEMENT OF FACTS:

- Technical support and service of the network systems is necessary.
- Currently, the Authority has approximately 350 desktop, laptop, and tablet computers.
- There are approximately 12 remote locations, which include management offices, resident council offices, resource centers and maintenance shops that require computer technical support.
- Firewalls are located at the central office location, as well as all remote locations, which aid to protect from unauthorized entry into the workstation computers and/or network systems.
- There are approximately 120 printers being utilized by computers at various locations throughout the Authority.
- Bids were advertised in 2019 for a Technical Support contract and Matrix Integration was awarded the contract with four one-year renewal options.
- This is the second of the four one-year renewals.
- The total amount expended during the current year, to date, with Matrix is \$50,219.07.

II. ALTERNATIVES:

- A. Authorize renewal of a Technical Support contract with Matrix Integration.
- B. Do not authorize the contract renewal at this time.

III. RECOMMENDATION:

Staff recommends Alternative "A".

IV. JUSTIFICATION:

- By authorizing the contract renewal for technical support services, LMHA is awarded top priority in the event a problem occurs with any part of the computer/network system. Without a contract, the technical support is considered low priority by the service provider and service is based on the availability of staff. In the event a vital part of the network is down, a service contract will ensure that support personnel will be available almost immediately.

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IV. **JUSTIFICATION (cont'd):**

- There is a reduction in cost associated with having a service agreement versus not having an agreement.
- Having a service contract allows upgrades to the current software to continue without interruptions.
- Matrix is qualified to perform the required services

LMHA staff completed the Contract Renewal Evaluation Form. This vendor received an overall rating of Above Average (Above Average/Average/Below Average).

V. **BUDGET APPROVAL:**

This contract is funded from the 2022 LMHA Operating Budget.

Angela Larsson, Director of Finance

Date

VI. **PROCUREMENT CERTIFICATION:**

This procurement complies with the Louisville Metro Housing Authority's procurement policies and procedures.

Steve Webb, Purchasing Agent

Date

Submitted By: Cheryl Butler, Director of Information Technology
Edward Mosaisi, Assistant Director of Information Technology
October 19, 2021