

**CITY OF ALBANY  
CITY COUNCIL AGENDA  
STAFF REPORT**

Agenda Date: May 20, 2024

Reviewed by: NA

**SUBJECT:** Computer Courage Contract Extension for Information Technology  
Helpdesk Support Services

**REPORT BY:** Victor Mba, IT Manager  
Isabelle Leduc, Assistant City Manager

---

**SUMMARY**

The item before the City Council is a contract extension with Computer Courage for Helpdesk support services. The City's Information Technology (IT) support service needs continue to increase consistently with the increase in City services. To continue to meet and exceed the technology support service demand, the City contracted with Computer Courage in 2018, a locally reputable IT services organization to assist with the growing Helpdesk service requests. This resource has helped the City's IT Division meet the operational service level needed to support all City Departments.

**STAFF RECOMMENDATION**

That the City Council adopt Resolution No. 2024-30, authorizing the City Manager to execute a one-year contract extension with Computer Courage for information technology (IT) professional support services in an amount not to exceed \$224,640.

**BACKGROUND**

The City's Information Technology (IT) division provides technical assistance to all City Departments using Helpdesk service requests. Helpdesk Service requests generated from all City Departments have increased over time creating a need for IT to increase support to ensure that service requests are resolved promptly, to prevent system failure and decreased work capacity for on-site and remote workforces. Responsive resolutions to technological issues are critical to the success of City operations and ensure uninterrupted and efficient service to the public.

To continue to meet and exceed the technology support service demands of City Departments, the City has been contracting since 2018 with Computer Courage, a locally reputable IT services company. The services provided by Computer Courage have greatly helped IT meet the service level needed to support all City Departments in their daily operations.

## **DISCUSSION**

According to the City's 2020 Information Technology Strategic Plan, the IT Division staffing ratio supports a significantly higher percentage of employees, computers, and servers than industry standards. To alleviate this gap in service, a new IT Analyst position was included as part of the FY2024-FY2025 biennial budget to increase IT Division support including Helpdesk duties and other administrative tasks. The recruitment for this position was conducted in the spring of 2024 and did not conclude with any potential candidates.

Computer Courage currently provides approximately 16 hours of support weekly. Engaging the services of Computer Courage for an additional 16 hours per week for a total of 32 hours per week will provide additional Helpdesk support services to City operations generating efficient and faster resolutions to incidents and service requests. Additionally, Computer Courage may provide upon request and as time permits basic network support, Office 365, Windows and Mac systems support and administration, manual server and backup checks, server and network troubleshooting, and coordination with outside vendors. The assistance provided by Computer Courage will also help to lessen the workload on Helpdesk requests and other administrative tasks allowing the IT Manager to focus on major IT improvements required to keep pace with technological enhancements and the needs of the City including cyber security, remote work efficiency and expandability of the City's infrastructure to ensure business continuity.

The City's purchasing policy requires that the Council award purchases of goods or services if the cost is more than \$50,000. In addition, Council action is required to authorize a waiver of formal bids. Computer Courage has been providing excellent services to the City since 2018, the organization understands the complexity of the City's IT infrastructure and service needs, Computer Courage staff working in Albany have the California Department of Justice (DOJ) clearance required to work with the City's Police Department, and therefore staff recommends that the Council waive the requirement for formal bids.

## **FINANCIAL CONSIDERATIONS**

The amount of the contract extension with Computer Courage is not to exceed \$224,640 based on 1,664 hours of services over 12 months. Computer Courage will invoice the City monthly for service hours worked only. The funds allocated to the unfilled full-time IT Analyst position will cover the additional cost of the Computer Courage contract extension.

## **Attachments**

1. Resolution No. 2024-30
2. Computer Courage Scope of Work