



To: David A. Hulseberg, Village Manager

From: Timothy Sexton, Director of Finance

Date: March 5, 2012

Subject: Prescient Development Contract Extension

In March 2007 a major decision was made to restructure the IT Division of Finance to improve efficiency and productivity. The decision was to reduce the IT staff to two (2) full time employees and contract for two (2) employees from Prescient Development, Inc. The diversity of Prescient has allowed the Village to reduce the IT staff from six (6) employees to the current level of two (2) employees and (2) staff members from Prescient, despite the significant increase in technology used throughout the Village.

The benefits of contracting with Prescient are similar today as they were five years ago. The company has increased from 50 to 85 technical professionals with diverse skill sets available to assist on any projects as needed. Over the past five years the Village has leveraged this benefit on projects that included major phone upgrades, implementation of and conversion to Microsoft Exchange/Outlook, router and switch configuration, web site design above what CivicPlus provides, and currently with the \$1.6M software implementation project.

Additional benefits include:

- 24/7/ support staff always available – If necessary additional staff is made available to cover sick leave or vacation time.
- Technical staff maintains current certifications and training on new technologies.
- Microsoft Gold Partner with large portion of staff certified in Microsoft technologies including Windows Server and Desktop Operating Systems, Microsoft Exchange, Microsoft SQL Server, Microsoft Virtualization, and Development tools.
- TCO(Total Cost of Ownership) is reduced by not having to hire for specialized expertise.
- Burden to hire qualified technical staff is off loaded to Prescient
- 27/7/365 Emergency Service Restoration
- Prescient handles the IT functions for DU-COMM (Village of Lombard's police and fire dispatching center), as well as several other municipalities

As the Finance Department looks at our structure over the next year, it is important to note that the contract allows the Village to terminate the contract for any reason as long as 90 days written notice is given. While we do not anticipate that at this point, it is worth noting in case there are any changes as we review the Finance Department over the coming year.

Therefore, staff recommends that the Village award a three year extension to the contract with Prescient Solutions for IT Technical Support Services in accordance with the terms of the attached agreement. First year costs for the services are \$353,507.04, and the two following years will increase by whatever cost of living increase that non-union Village employees receive.