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Report 2024-120

Report Title: Northumberland County Agreement with Municipality of Trent Hills for IT Managed Services

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Approved by: Jennifer Moore, CAO

Council Meeting Date: September 18, 2024

Report Not Considered by

Standing Committee Because:

- Time-sensitive Issue (information received too late for Committee consideration)
- Urgent Matter (issue arose after this month's Committee meeting)
- Other

Strategic Plan Priorities: Innovate for Service Excellence

- Ignite Economic Opportunity
- Foster a Thriving Community
- Propel Sustainable Growth
- Champion a Vibrant Future

Recommendation

“That County Council receive Report 2024-120 ‘Northumberland County Agreement with the Municipality of Trent Hills for IT Managed Services’, for information.”

Purpose

The purpose of this report is to inform County Council of an agreement reached between Northumberland County and the Municipality of Trent Hills for the County's provision of IT Managed Services for the Municipality.

Background

At Council's direction, a goal identified in Northumberland County's 2023-2027 Community Strategic Plan is to expand voluntary shared services between the County and member municipalities to enhance efficiency between levels of government.

Since 2013, Northumberland County has been providing IT Managed Services to various area municipalities and municipal partners. Currently, the County provides such services to five partners, including:

- Township of Cramahe
- Township of Hamilton
- Township of Alnwick/Haldimand
- Municipality of Port Hope
- Port Hope Police Service

Consultations

Following an expression of interest from the Municipality of Trent Hills in leveraging the benefits of County IT Managed Services, staff from the County and the Municipality began working together at the beginning of 2024 to define the level of IT services required by the Municipality and to develop an agreement. This agreement is based on a comprehensive review of the municipality's existing IT infrastructure and an assessment of future need.

Legislative Authority / Risk Considerations

N/A

Discussion / Options

Day-to-day IT services will continue to be provided by the Municipality's IT staff member. The County will be a resource for this staff member and will provide Helpdesk coverage in this individual's absence.

Additionally, the County will directly deliver IT services for the Municipality such as:

- IT infrastructure management
- Network monitoring
- Procurement guidance and IT budget planning
- Application support and IT project management.
- Guidance on software licensing and hardware maintenance agreements
- Cybersecurity

With the execution of the IT Standard Services Agreement, the Municipality will have access to the breadth of expertise and support within the County's IT Team.

Financial Impact

The Agreement between the County and the Municipality will be effective from October 1, 2024, to December 31, 2027, with the opportunity for a one-year extension.

It is an overriding principle of the County's Managed Service Framework that IT Service Fees are set at a level that allows the County to cover its Fully Loaded Costs only, with a blended hourly rate for County Information Technology personnel.

'Fully Loaded Costs' refers to the comprehensive and all-encompassing expenses incurred by the County in the provision of IT Standard Services. These costs comprise direct and indirect expenses associated with the provision of services in the form of:

- a) Staff base salaries
- b) Travel and special expenses in accordance with the County's policies as may be adopted and amended from time to time
- c) Social security taxes including Canada Pension Plan contributions and employment insurance premiums
- d) Employment benefits including but not limited to extended health and dental insurance, pension and retirement benefits
- e) Office overhead costs such as operational costs, administrative expenses and other relevant expenditures incurred by the County on behalf of its employees providing the Services.

Based on an assessment of services required by the Municipality of Trent Hills, the County will invoice the Municipality \$7,119.06 per month for IT Standard Services, for an overall annual cost recovery of \$85,428.76.

The Agreement will be reviewed annually by both parties to address any necessary adjustments or modifications.

Member Municipality Impacts

With this agreement, five of seven Northumberland municipalities now access County IT Services. Shared services leverage economies of scale to reduce costs, increase capacity, and improve services for residents.

Conclusion / Outcomes

That County Council having considered Report 2024-120 'Northumberland County Agreement with Municipality of Trent Hills for IT Managed Services', receive this report for information."

Attachments

N/A