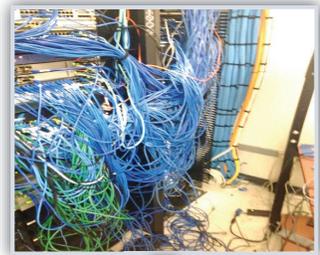


# MESA WATER INFORMATION TECHNOLOGY SUPPORT SERVICES

June 11, 2025

## 5 Years of IT Improvements & Accomplishments

- Refreshed Desktop Equipment & IT Infrastructure
- Amazon Web Services Cloud Storage
- Cyber Security Improvements
- Updated & Secured SCADA Environment
- Cyber Security Network Monitoring
- Customer Information System Support
- NIST Audit Ops Score of 3.2 out of 5



## Current IT Services Provided

- Day to Day Operational & After Hours Support
- Managing the Network & Engineering Support
- Patches, Updates, & Upgrades
- Vendor Software Support
- Special Projects
- Providing Excellent Customer Service & Support

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## IT Services Staffing

- 3.5 Full Time Equivalents
- 7 Specialized Position
- 140 years of experience
- IT Educated & Certified



4 | June 11, 2025



# Request: IT Support Contract

## Approve Contract with T2 Tech Group for:

- \$1,392,000 for FY 2026
- \$696,000 from July 1, 2027 through December 31, 2027

# The Plan – IT Competitive Proposals June 2027

- Secure professional IT firm for selection support
- Conduct IT Discovery and develop bid document
- Selection support
- Contract negotiation support
- Transition support
- Stabilization

## Staff Recommendations

- Approve a contract with T2 Tech to provide Information Technology Support Services in the amount of \$1,392,000 for FY 2026 plus \$696,000 for the first half of FY 2027, totaling \$2,088,000 through December 31, 2026.

**QUESTIONS?**

