



Office of the City Manager

CONSENT CALENDAR

June 3, 2025

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: Kevin Fong, Director, Information Technology

Subject: Contract: CompuCom Systems, Inc. ("CompuCom") for Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager or designee to execute a contract with CompuCom for professional services for an amount not to exceed \$1,051,000 through June 30, 2027.

FISCAL IMPACTS OF RECOMMENDATION

One-time funding for these resources is available in the Department of Information Technology's ("IT") Fiscal Year 2026 and 2027 Cost Allocation Fund allocation. Spending for this contract in future fiscal years will be subject to Council approval of the proposed city-wide budget and annual appropriation ordinances.

\$1,051,000 FY 26/27: Professional Services  
(IT Cost Allocation Fund 680, IT Department, Professional Services)

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**\$1,051,000 Total FY 26/27 Professional Services**

CURRENT SITUATION AND ITS EFFECTS

The City's Service Desk functions as the centralized support hub for all IT-related products and services provided to City employees. As technology continues to evolve and become more deeply embedded in daily operations, the volume and complexity of support requests have increased significantly.

Today, nearly every department relies on technology to perform critical functions—from business systems and communications to public safety operations. Ensuring these systems and applications remain available, secure, and responsive is essential to the City's ability to deliver services to the public.

However, current staffing levels are no longer sufficient to meet the growing technological demands. Key drivers of this increased workload include:

- A significant rise in the number of devices per employee (e.g., laptops, desktops, mobile phones)
- An expanding number of managed user accounts and applications across all departments
- Ongoing support for 35 remote City locations, requiring consistent and reliable desktop support
- Critical support for 24/7 operations, including Police, Fire, and other emergency services
- The growing importance of cybersecurity, patching, and threat response to safeguard City infrastructure

As a result, IT is facing challenges in consistently meeting Service Level Agreements (“SLA’s”) and maintaining the high standard of customer service that City departments expect and depend on.

To address these challenges, the IT department is seeking to enhance its Service Desk capabilities in order to improve response times, increase support coverage, and meet or exceed SLA targets. Therefore, IT is requesting authorization to augment existing staff to effectively meet the City’s increasing support needs. Partnering with CompuCom aligns with the City’s strategic vision to “be a customer-focused organization that provides excellent, timely, easily accessible service and information to the community.”

#### BACKGROUND

Over the past five years, the City’s demand for IT support has steadily increased—driven by the growing reliance on technology, a surge in service requests, and an expanding digital infrastructure. Despite this continued rise in demand, no additional permanent staff have been added to the IT department’s Service Desk during this time.

The Service Desk plays a vital role in supporting all City departments, acting as both the first and second tier of technical support for all IT-related needs. This includes managing service requests, troubleshooting issues, supporting multiple devices per user, and maintaining user access and account integrity across the organization.

The increasing volume of requests is further compounded by ongoing strategic initiatives such as the Windows 11 upgrade and the critical need to maintain a secure and fully patched network environment. These efforts are essential to keeping the City’s systems resilient, secure, and compliant with modern cybersecurity standards.

To address these mounting challenges and better serve internal stakeholders, the City issued a Request for Proposals (RFP) in January 2025 to identify a qualified partner to provide augmented Service Desk services. A team of IT staff conducted a comprehensive and methodical evaluation of the twelve proposals received. This evaluation considered technical capabilities, cost-effectiveness, vendor experience, and the ability to scale services to meet the City’s evolving needs.

CompuCom was selected as the vendor that best met these criteria. The company has a strong track record of working with local municipalities and is known for delivering exceptional customer service. Their proposal demonstrated a clear understanding of municipal IT environments and the ability to integrate seamlessly with existing City operations.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

CompuCom resources will conduct their work onsite using City facilities and equipment.

RATIONALE FOR RECOMMENDATION

The Service Desk has significant challenges meeting the increasing demand for technological support. City staff issued an RFP for Augmented Service Desk services in January 2025.

CompuCom was selected as the vendor that best met these criteria. The company has a strong track record of working with local municipalities and is known for delivering exceptional customer service. Their proposal demonstrated a clear understanding of municipal IT environments and the ability to integrate seamlessly with existing city operations.

ALTERNATIVE ACTIONS CONSIDERED

Information Technology has considered performing work in house; however, fulfillment of services will be delayed and will impact city employee's productivity and services to the broader community.

CONTACT PERSON

Kevin Fong, IT Director, Information Technology, 510-981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

COMPUCOM SYSTEMS, INC. ("COMPUCOM"): PROFESSIONAL SERVICES

WHEREAS, the City's Service Desk functions as the centralized support hub for all Information Technology ("IT") related products and services provided to City employees; and

WHEREAS, current Service Desk staffing levels are no longer sufficient to meet the growing technological demands; and

WHEREAS, the IT Department is facing challenges in consistently meeting Service Level Agreements ("SLA's") and maintaining the high standard of customer service that City departments expect and depend on; and

WHEREAS, the City issued an RFP in January 2025 for Augmented Service Desk professional services; and

WHEREAS, the City received 12 responses from qualified vendors and City staff selected CompuCom as the vendor that best met the City's RFP criteria; and

WHEREAS, one-time funding for this is available in the IT Department's Fiscal Year (FY) 2026 and 2027 Cost Allocation Plan Fund, and spending for this contract in future fiscal years will be subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized execute a contract with CompuCom for professional services for an amount not to exceed \$1,051,000 through June 30, 2027.