



Review of Proposals and Award of Contract: Level 1 and Level 2 IT Support Services

September 11, 2025

Madison Metropolitan
Sewerage District





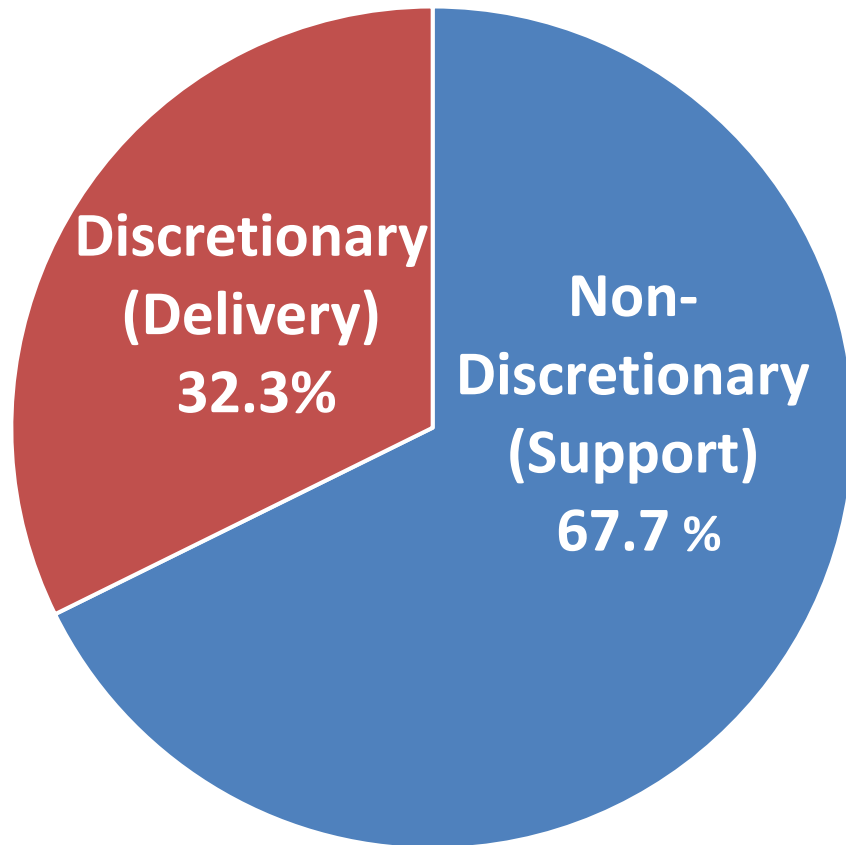
Today's Presentation

- IT support services
- Selection process
- Selected vendor
- Future positioning
- Next steps
- Questions

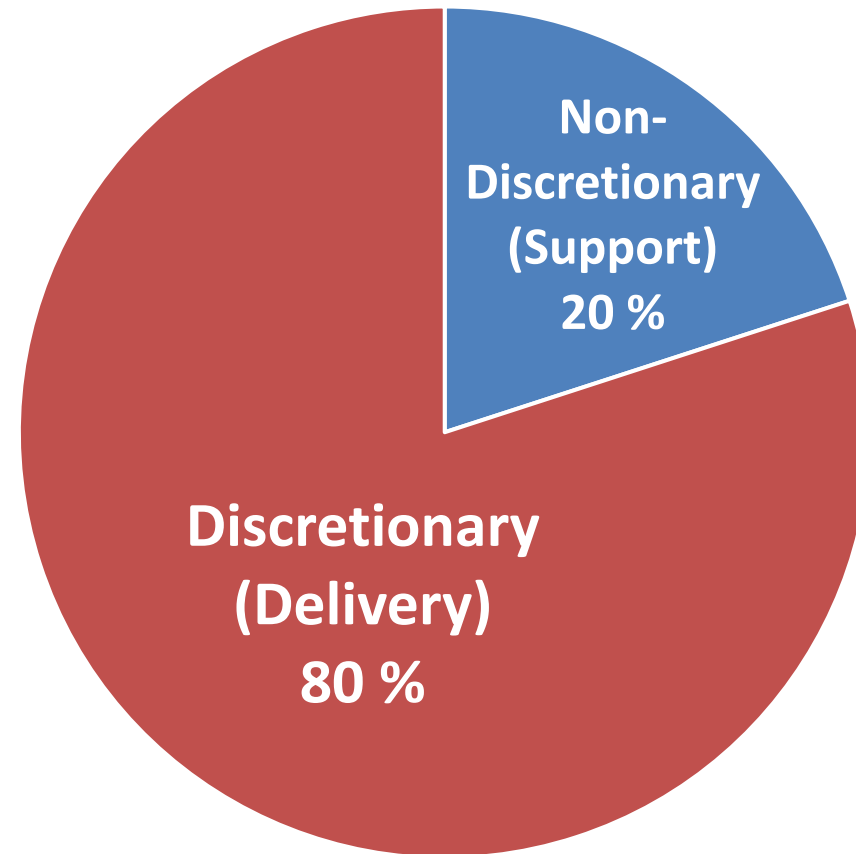


IT Support Services

District



Industry



Why IT Support Services Contract?

- Enables transition to industry standard
- Leverages experienced provider and resources
- Fastest solution to augment District IT
- Supports ERP project implementation
- Supports delivery of future system modernization efforts

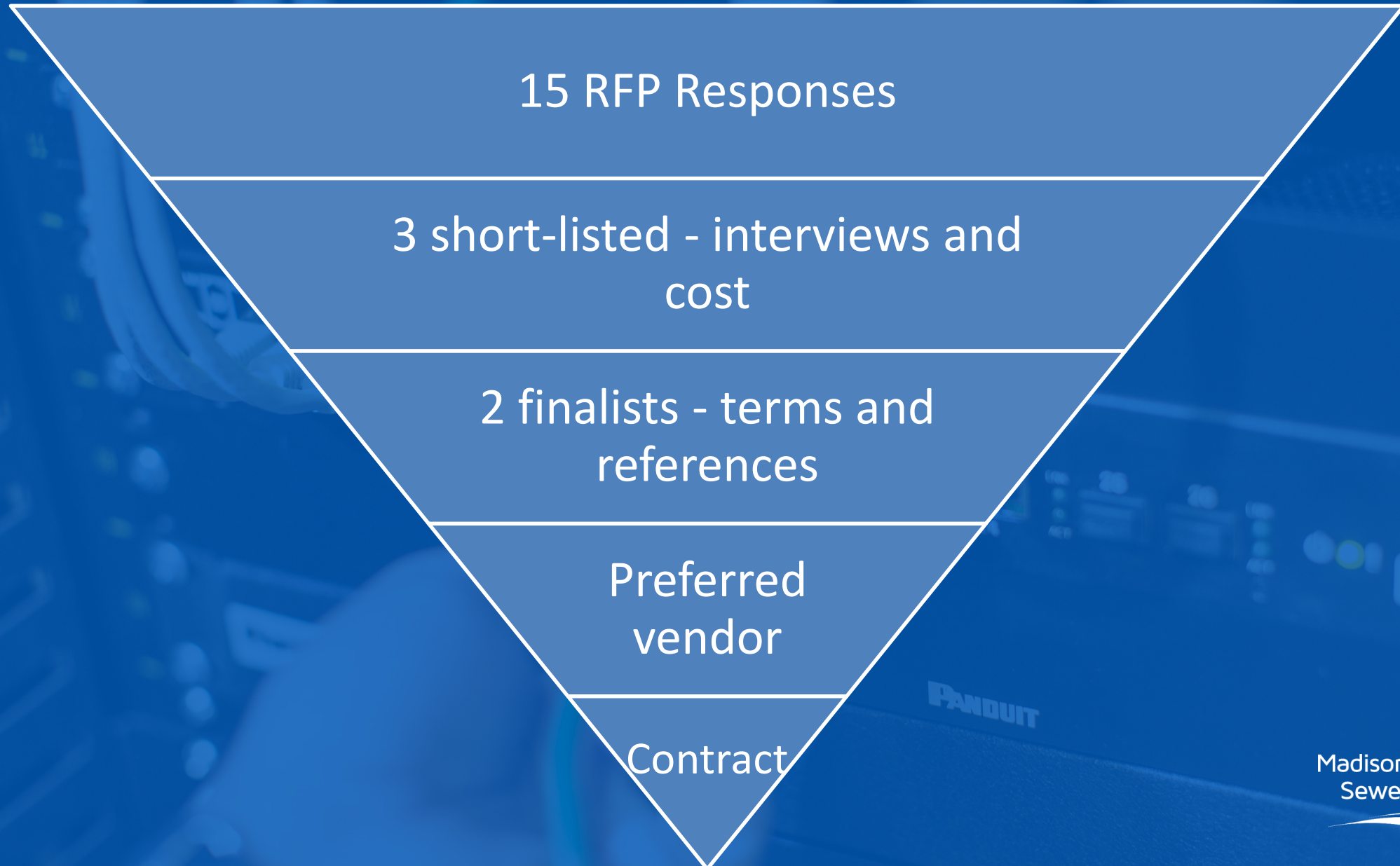


RFP Evaluation Team

- Batina Culver, District Technology Manager
- Matt Leitzen, Procurement Agent
- Amanda Wegner, Communications Director
- Dana Reed, Director of Enterprise Services
- Ben Seibel, Network Administrator
- Courtney Woods, Database Administrator



Selection Process



Round 1 Scores – 15 RFP Responses

Vendor	Score
ATC	75.00
BeaconHill	67.00
BuzzClan	81.80
ConsultAdd	86.00
ConvergeOne	57.00
Dhaka	53.00
Effervescent	55.30
HBS	55.80
LanceSoft	83.50
LayerMark	65.00
Macro	59.30
CleverOne	61.30
Sunshine	58.30
V-Soft	67.30

- 100 points possible



Round 2 Scores – Interviews and Cost

Vendor	Score
Buzzclan	62.00
ConsultAdd	51.30
LanceSoft	7.00

- 70 points possible
- LanceSoft cost proposal not scored



Round 3 Scores – Terms and References

Vendor	Score
Buzzclan	10.3
ConsultAdd	23.7

- 30 points possible

Total Scores

Vendor	Score
Buzzclan	154.1
ConsultAdd	161.0

- 200 points possible

IT Support Services Statement of Work (SOW) Cost

Years	Cost
2025 - 2026	\$397,520.00
2026 - 2027	\$409,445.60
2027 – 2028	\$421,728.97
Total 3 Years	\$1,228,694.57

- Covered by operating budget
- Reprioritized less critical IT projects
- Aligned IT hardware and software budget with industry trends
- This SOW will not require future budget increases

ConsultAdd

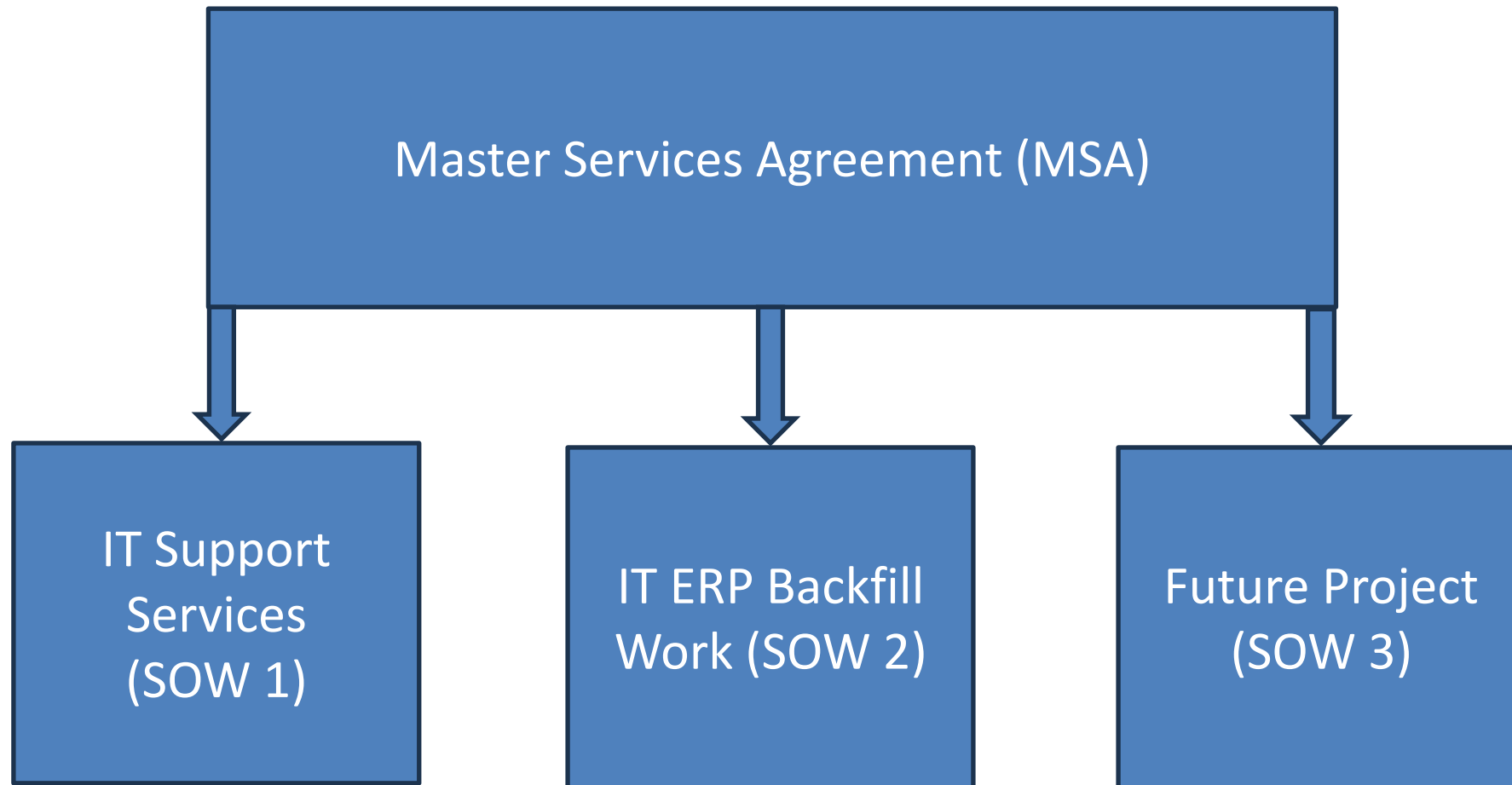
- Proposed staffing model met requirements
- Skilled and experienced staff
- Integrated partnership approach
- Robust reporting and metrics
- Incentivized support and resource quality
- Cost controls for future work

Why Master Services Agreement (MSA)?

- Establishes a partnership
- Provides immediate access to IT resources
- Reduces procurement time
- Time savings in vendor management
- Cost controls
- Prepares District for future modernization efforts

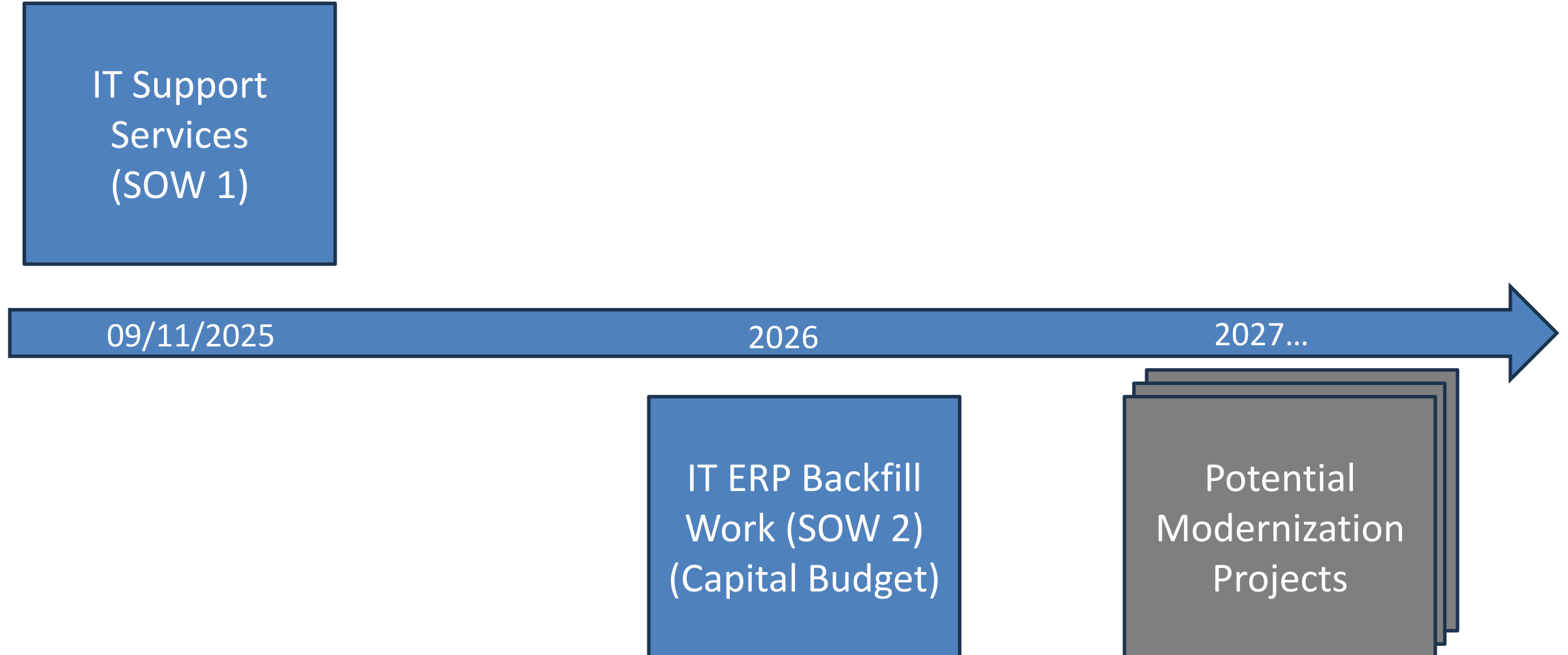
Future Positioning

Partnership



Project(s)

SOWs require transactional authority approval



Next Steps



October

- Transition of support to provider

2025-2028

- Provider delivers support
- District IT focuses on ERP project
- Future SOWs presented to Commission for approval

Award of Contract

Award contract for Level 1 and Level 2 IT Support Services to ConsultAdd.

Resolution #2025-09-11-R6





Questions?

