


COUNCIL COMMUNICATION

	Number:	25-177	Meeting:	May 5, 2025
	Agenda Item:	41	Roll Call:	25-0674
	Submitted by:	Jeffrey L. Wann, CIO, Information Technology Director		

AGENDA HEADING:

Resolution approving Master Services Agreement with Heartland Business Systems, LLC. for the purchase of Security and Technology Consulting services.

SYNOPSIS:

Recommend the approval of the Master Services Agreement with Heartland Business Systems, LLC (Peter Healander, President and CEO; 108 3rd Street, Suite 300, Des Moines, IA 50309), for professional services for a five (5)-year term with two (2) one (1)-year renewal options and authorizing the City Manager to negotiate and execute said Master Services Agreement.

The Information Technology (IT) Department is focusing on modernizing and securing its security and technology practices and platforms. Since 2019, Heartland Business Systems has completed numerous technology consulting projects and security consulting projects for the IT Department. By entering into a five (5)-year Master Services Agreement with two (2) one (1)-year renewal options, the IT Department will be able to purchase additional professional services and assessments from Heartland Business Systems to continue to provide consulting for the securing and modernization of technology platforms.

The IT Department estimates that annual costs of services procured using the Master Services Agreement may exceed \$100,000. Procurement pursuant to the Master Services Agreement will be submitted for approval in accordance with the Procurement Ordinance.

FISCAL IMPACT: NONE

ADDITIONAL INFORMATION:

- Heartland Business Systems has been the City's cybersecurity and technology partner for the last decade and has prior knowledge of the goals, technology systems, programs, security and networks unique to the City of Des Moines.
- Because of Heartland Business Systems' extensive experience in security and technology consultation and prior knowledge of the City's technology environment, an exception to competitive procurement requirements for good cause is recommended in order that the IT Department can continue utilizing Heartland Business Systems' expertise.

- The Master Services Agreement is for a five (5)-year Master Services Agreement with two (2) one (1)-year renewal options, the IT Department will be able to purchase additional professional services from Heartland Business Systems to continue to provide consulting for the securing and modernization of technology platforms.
- There is no fiscal impact associated with the Master Services Agreement itself. This action approves the terms and conditions for subsequent purchases of professional services from Heartland Business Systems as may be necessary for the consulting for the securing and modernization of technology platforms.

PREVIOUS COUNCIL ACTION(S): NONE

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE

For more information on this and other agenda items, please call the City Clerk's Office at 515-283-4209 or visit the Clerk's Office on the first floor of City Hall, 400 Robert D Ray Drive. Council agendas are available to the public at the City Clerk's Office on Thursday afternoon preceding Monday's Council meeting. Citizens can also request to receive meeting notices and agendas by email by calling the Clerk's Office or sending their request via email to cityclerk@dmgov.org.