



TOWN OF ULYSSES

10 Elm Street, Trumansburg, NY 14886
townofulyssesny.gov

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To: Katelin Olson, Town Supervisor
From: Blixey Taetzsch, Budget Officer
Re: Information Technology (IT) Service Procurement
Date: June 25, 2026

The current contractual commitment for IT services with Advance2000 is concluding in August 2026. Due to our dissatisfaction with service provided by Advance2000 (which has been supplemented by contracting with the Computer Room for additional support), we opted to seek quotes for renewal from them as well as other service providers.

Below is a summary of the current costs we are incurring for IT services, including phones:

Advance2000 - \$850/month average for backups, support, software, and licenses
Advance2000 - \$225/month for phone service
Computer Room - \$350/month average for equipment setup and support (not including equipment purchases)

As we are satisfied with the phone services, we did not request written quotes for that service. Proposals were received from Advance2000, Computer Room, and Plan First Technologies.

Advance2000

3-year agreement - \$1,105.75/month
5-year agreement - \$891.25/month

Computer Room

Annual estimate of \$11,459, with the provision that the Town move to 100% cloud-based activity. Does not have the ability to host and backup current server configuration. For comparison purposes, this would be a monthly cost of approximately \$955. In addition, the Town would incur \$5,000 in one-time costs to migrate to the web.

Plan First Technologies

We received a quote for managed services and backup services in the amount of \$922.50/month. This includes the current combined scope of services that both Advance2000 and the Computer Room are providing the Town. The contract is month to month, with a provision that allows for up to a 3% annual price adjustment.



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Recommendation

Based on the quotes received, I recommend moving to Plan First Technologies. There are several reasons for this recommendation:

1. The Pricing is well within our current budget allocation
2. They came recommended by Ben Heller from the Computer Room, who was unable to provide the full level of service that we require from a managed service provider.
3. They are local (based in Cortland) with the expectation that folks can be on site as needed.
4. The contract is month to month, allowing us flexibility if needed

Representatives from Plan First will be coming on site July 1 to see our current equipment setup and verify what, if any, one-time costs may be incurred to make a transition from Advance2000. We will begin transition planning immediately upon your approval of this recommendation.