



TO: Chair and Members of the Board of Health

FROM: Emily Williams, Chief Executive Officer

DATE: 2022 December 15

INFORMATION TECHNOLOGY MANAGED SERVICE PROVIDER CONTRACT EXTENSION

It is recommended that the Board of Health receive Report No. 69-22, re: “Information Technology Managed Service Provider Contract Extension” for information.

Key Points

- The contract for Stronghold Services Corporation was extended by the Middlesex-London Health Unit for a three-year term. The original contract included a renewal provision of one, three or five years.
- The value of the contract is \$41,159.50 per month, excluding COVID-19 related IT costs.

Background

The Middlesex-London Health Unit (MLHU) proceeded with a Request For Proposal (RFP) in 2017 for an Information Technology (IT) Managed Service Provider (MSP). Following a competitive bidding process, the contract was awarded to Stronghold Services Corporation (Stronghold) and the MSP agreement was implemented in April 2018.

Contract Award

The current contract with Stronghold expired on December 31st, 2021. The original contract included a renewal option of one, three or five years. The services provided by Stronghold have met the needs of the Health Unit, specifically the virtualization of server infrastructure, the improvements to protection from cyber-attacks, and transition to the Microsoft Office 365 platform, which enabled a smooth transition to remote work. Stronghold provided the extension to the existing contract with inflationary increases limited to two percent per year during a time of significant increased pressures in the economy. Based on these factors, MLHU has extended the current contract for an additional three years, attached as [Appendix A](#).

Next Steps

MLHU staff have signed the contract extension for three-years and will continue IT MSP services with Stronghold until December 31st, 2025.

This report was prepared by the CEO.

A handwritten signature in black ink that reads 'EWilliams'.

Emily Williams, BScN, RN, MBA, CHE
Chief Executive Officer