



Staff Report

Report To: Council Meeting
From: Robin Greenall, Chief Administrative Officer
Date: 2025-04-10
Subject: Information Technology – Contract Extension

Recommendation:

That West Elgin Council hereby receives the report Information Technology – Contract Extension from R. Greenall, CAO.

AND THAT staff be authorized to take the necessary actions to finalize and formalize the two-year contract extension with Zouling Technologies Inc.

Purpose:

The purpose of this report is to provide an update on the Information Technology Services contract with Zouling Technologies Inc. The Municipality of West Elgin has been utilizing Zouling Technologies for IT services since 2023, and its current contract is due for renewal.

Background:

Zouling Technologies has consistently demonstrated professionalism and expertise in IT service management (ITSM), with a proven track record of supporting various municipalities. This includes critical services such as cloud computing, cybersecurity, and network management, all of which align with our operational needs.

Zouling Technologies is committed to a 60-minute response time for IT support requests, addressing the Municipality's need for timely issue resolution and ensuring the continuity of municipal operations. This commitment is essential for minimizing disruptions and maintaining high operational standards. Zouling's proactive maintenance approach addresses potential issues before they escalate, further supporting the Municipality with a stable and efficient IT environment.

Given Zouling's track record and the operational benefits they offer to the Municipality, it is recommended that the contract between Zouling Technologies Inc. and the Municipality of West Elgin be extended for an additional two years.

Financial Implications:

The financial implications of extending the contract with Zouling Technologies for an additional two years have been included in the 2025 draft budget.

Policies/Legislation:

Alignment with Strategic Priorities:

Infrastructure Improvement	Recreation	Economic Development	Community Engagement
<input type="checkbox"/> To improve West Elgin's infrastructure to support long-term growth.	<input type="checkbox"/> To provide recreation and leisure activities to attract and retain residents.	<input type="checkbox"/> To ensure a strong economy that supports growth and maintains a lower cost of living.	<input type="checkbox"/> To enhance communication with residents.

Respectfully submitted by,

Robin Greenall
CAO