MEMORANDUM

To: Okanogan City Council and Mayor Turner

From: Jessica Blake, Clerk Treasurer

Date: January 15, 2026

Subject: Firefly Master Services Agreement

Attached for Council consideration is a Master Services Agreement with managed IT and cybersecurity firm, Firefly. The agreement includes the following:

IT Management
Full cybersecurity solution
Patches and Updates
Scheduled Device Restarts
Priority Support
Personal Account Team
Network Planning and Review
Inventory and Budgeting
Self-service password resets
Unlimited Remote/Phone Support

Onsite support, when needed, will be billed on an hourly basis. The majority of our support will be provided remotely.

Suggested Motion: **I move to approve the Master Services Agreement with Firefly and authorize Mayor Turner to sign the agreement.**