




# RIVIERA BEACH COMMUNITY REDEVELOPMENT AGENCY

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## MEMORANDUM

**TO:** Honorable Chair and Members, CRA Board of Commissioners  
City of Riviera Beach, Florida

**FROM:**  Scott Evans, Interim Executive Director, Riviera Beach CRA

**DATE:** September 5, 2017

**CC:** Michael Haygood, CRA General Counsel

**SUBJECT:** Approval of a First Modification to Professional Services Agreement with Constant Computing, LLC (Constant Computing) for the Overall Maintenance of the Agency's Information Technology (IT) Infrastructure

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### **REQUEST:**

The Agency is requesting that the CRA Board of Commissioners approve the First Modification to the Professional Services Agreement with Constant Computing, LLC by one, two year period, until September 30, 2019, for the continuation of the Agency's Information Technology Infrastructure as stipulated in the Professional Services Agreement for an amount not to exceed \$60,000.00 per Fiscal Year.

### **BACKGROUND:**

Constant Computing, LLC has been providing excellent IT support and maintenance since June 2014. The CRA Staff have found them to be extremely reliable, responsive, and forward thinking in managing our IT Infrastructure. In 2013 the City's IT Department provided Technology Support Services to the CRA on a trial basis. In May 2014 the City's Purchasing Department advised the Agency that it did not have sufficient resources to provide the level of service required by the CRA and that they would assist with procuring a service provider that could do the job consistent with our expectations and meet the daily operational needs. In June 2014, after obtaining and reviewing quotes, the Executive Director pursuant to his authority under the CRA's Procurement Code, selected Constant Computing as the IT Consultant. The original contract was month-to-month for an amount not to exceed \$25,000 per fiscal year and was originally structured to support a small network of users at the CRA's current main office. At the time, the CRA had 9 employees on site.

The main objectives in 2014 were to improve responsiveness in IT support, catch up on network maintenance tasks that were behind schedule, maintain user workstations, and improve reliability of network services.

In the nearly three years since the CRA's relationship with Constant Computing began, much has changed. After first serving the CRA's initial operating needs, the CRA began expanding in other areas including the network at the Clean & Safe Office and the new network at the Event Center. Additional staff was brought on and sub-entities of the CRA were created which required additional IT services. This expansion included the Clean & Safe location on Singer Island, the team of Clean & Safe Ambassadors, and the Event Center staff.

With these expansions to the CRA, the CRA's IT footprint and support needs have significantly increased and are unique in nature. With the addition of new users and IT infrastructure, the continuation of the IT maintenance and support agreement is very crucial to the total Agency's IT health and investment. These increases, special projects, and a more comprehensive set of services being offered by Constant Computing have necessitated the need for IT services through Constant Computing. The needs of the Agency to be provided are too significant to be managed by the City's IT Department. Thus, it was determined to work with an external vendor.

#### **RECOMMENDATION:**

The CRA's partnership with Constant Computing has helped improve responsiveness to IT issues, developed network security and maintenance processes that protect the CRA, Clean & Safe Office and Event Center from external threats, improved reliability of network services, and tackled all of the challenges associated with end users and growth. Constant Computing has met the CRA's IT needs while we have experienced a doubling of personnel and nearly tripling of our IT footprint in a three year span. The CRA's needs will continue to evolve along with its projects, community programs, and continuous changes in technology. Further, Constant Computing has designed and structured the CRA's technology program for the future. Thus, the First Modification to Professional Service Agreement for a one, two year period is requested for the overall maintenance of the Agency and its affiliate Information Technology Infrastructures.