

EXHIBIT A

CITY OF RIVIERA BEACH

Information Technology Support Services Proposal

This document outlines a support agreement between The Riviera Beach Community Redevelopment Agency (CRA) and the City of Riviera Beach for Information Technology Support Services.

The Riviera Beach Community Redevelopment Agency (CRA) seeks to replace their current technology support agreement and utilize the City of Riviera Beach's Information Technology Department to support their IT operations.

The CRA currently utilizes approximately 35-45 end user devices that includes; Windows based Desktop Personal Computers (PCs) and Laptop Computers. There are also Apple iPads used by staff.

The following list contains start-up equipment, licensing and subscription costs for the City's Information Technology Department to provide technology support to the CRA and its staff. In order achieve the economies necessary to provide services without incurring additional staffing expenses, CRA needs to adopt a similar technology infrastructure as other City Departments. The costs to achieve the updates below would be the CRA's responsibility.

1. **Network Servers** - Replace four (4) end-of-life Servers. City Information Technology has reviewed CRA's existing servers that are between 4-7 years old. To support CRA's network, City Information Technology will require four (4) Dell PowerEdge Servers (1) Marina Event Center, (1) Clean & Safe, (1) Primary and (1) Failover in CRA main office. Each server is approximately \$9,000 (\$36,000).
2. **Network Storage.** Data storage for CRA will require one (1) 32TB RAID Storage Array. The City standard for data storage is Tegile Intelliflash or Dell-EMC and approximate cost is \$50,000.
3. **Desktop/Laptop Computers** – CRA operates approximately 35 desktop/laptop devices. City Information Technology currently supports Microsoft Windows devices capable of running Windows 10 and Apple MacBook computers. The CRA operates some older Windows 7 devices and several computers are at or beyond 4 years old. A replacement plan for these end-of-life devices will require approximately \$20,000.
4. **Security Firewalls** – The CRA has deployed devices not supported by City Information Technology. The City will require CRA replace the existing devices with equipment supported and compatible with the City's current information security infrastructure. This will require a primary and standby at each CRA location. Each unit is approximately \$17,000 (\$102,000).
5. **Network Data Switches** – The CRA has a variety of manufacturers network switches deployed in the three (locations). It appears they have been acquired as staff growth and additional locations were connected to the network. The City's Information Technology Department has standardized on Juniper Networks data switches. CRA would need to acquire five (5) 48 Port Juniper switches at approximately \$7,000 each (\$35,000).
6. **Printers/MFPs** – City Information Technology will support CRAs printers. Any devices that mechanically fail and cannot be repaired will be replaced by CRA.
7. **Scanners** - City Information Technology will support CRAs scanners. Any devices that mechanically fail and cannot be repaired will be replaced by CRA.

8. **Cameras** – City Information Technology does not support surveillance cameras. This function is provided to City Administration by the Riviera Beach Police Department.
9. **Wireless Access Points** - The CRA has deployed 47 Wireless Access Points with (43) in the Marina Event Center, (2) in the Main Office and (2) at the Clean & Safe building. The City uses a product manufactured by Ruckus for wireless access. These devices are approximately \$700 each. To avoid a \$30,000+ expense to replace the access points, the City could continue to support the Aruba and Sonicwall access points. However, as the access points fail it will be CRA's responsibility to fund the replacement units with the City's standard access point.
10. **Internet Connections** – The City currently has a network connection to the Marina Event Center. The City Information Technology Department will require an AT&T Private Network connection from the Marina Event Center to the CRA Main Building. This cost is TBD by AT&T at the time the order is placed.
11. **A/V Gear Rack Devices & UPS** – The City IT Department is familiar with the A/V equipment and already provides some support for City events at the Marina Event Center. The APC 1500 UPS devices are beyond end-of-life and need to be replaced. The City Information Technology Department will require equipment racks and Uninterruptable Power Supplies (UPS) to support servers and storage. Depending on equipment models the approximate cost will be \$5,000 - \$7,000.
12. **Backup System** – The City Information Technology Department will provide data backup services for CRA under the terms of this Technology Support Agreement.
13. **Voice Communications Systems** – Each CRA site has its own voice telephone system. The City currently utilizes a subscription service through the Florida Department of Management Services (DMS). Additional discussion is necessary with CRA to determine if they maintain their current systems or migrate to the City's phone system provider.
14. **Mobile Devices** – CRA currently has approximately 15 mobile devices that consists of Apple iPads and mobile phones. The City Information Technology Department utilizes mobile data through AT&T. The CRA devices can be migrated to AT&T with similar costs for service.
15. **Access Control & Video Surveillance** – City Information Technology does not provide support for video surveillance or access control. Those services are provided by Riviera Beach Police Department and City Public Works Department respectively.
16. **Microsoft Office 365 Subscription** – This will be a monthly cost for the Microsoft suite of products, e-mail and cloud based OneDrive storage. (\$32.00 per month per employee).
17. **VMware/Vcenter Virtualization** – This replaces Microsoft's HyperV virtualization tool. VMware is the City Information Technology Department's standard technology. Annual license cost is approximately \$2,000 for the CRA servers.

The existing CRA service provider bundles system monitoring, anti-virus software, update patching and backup for a flat monthly cost of \$1,500. The City could provide those services at the same cost as the current provider.

Requests that require telephone, online or on-site support are currently invoiced at a flat \$115.00 per hour. The City's Information Technology Department is not setup to track and invoice hourly for support costs. Often when one City entity is incurring a technology issue, the knowledge gained from research and resolution is applied, or shared across the city.

Since the City's IT services are performed on a shared basis to City departments, it would be inefficient to develop an effective chargeback/billing mechanism for CRA support services. The recommendation proposes a flat annual charge. This amount could be increased or decreased based on exceptional service events or demand for support services that is exceeding the flat annual cost. For example, replacing servers, computers, or other irregular utilization of support services could be invoiced separately or recovered with an increase in flat charge.

As a starting point, the current vendor invoices approximately \$60,000 annually in support costs. This is approximately 520 hours services at the \$115 per hour rate.

This proposal recommends a first year annual cost of \$18,000 for use of City's Anti-Virus, Patching, Monitoring and Backup. In addition a flat annual cost of \$60,000 for support services, \$32 per employee per month for Microsoft 365 and \$2,000 annually for VMware licensing.

The information below outlines services included and excluded in the Managed Services proposal

IT Managed Services

The City of Riviera Beach Information Technology will assume the daily management and administration of business servers, storage devices, networking devices, security, and user devices. The City's technology monitoring and management platform will ensure that users have access their systems and applications. The management platform provides the City's Information Technology support staff insight into the systems to provide preemptive and/or quick resolution to issues.

IT Managed Services Include:

- Automatic patching of workstations and servers
- Antivirus alerting and tracking
- 3rd party application updating (for common plugins)
- Warranty tracking for workstations and servers
- 24x7 monitoring and alerting
- On-site support as needed during regular business hours
- Issue tracking for trouble tickets submitted in QAlert
- Mobile device management
- Reports for system metrics (available upon request)
- Network and Information Security infrastructure planning and mapping
- Backup monitoring and testing services
- Proactive maintenance on all systems
- Printer and network device monitoring (for supported systems)

IT Managed Services do not Include:

- Support for any workstations that do not support Microsoft Windows 10 or the most recent operating system release.
- Support for any 3rd party applications that are not compatible with the Microsoft Windows 10 or the most recent operating system release.

Equipment and Licensing Obligations:

- The Riviera Beach Community Redevelopment Agency (CRA) will be ultimately responsible for the appropriate and up-to-date licensing of software, hardware warranties used in conjunction with their operation. The City of Riviera Beach IT Department may from time-to-time advise CRA of any software or hardware warranties that are due to expire.

Standard Hours of Support:

- Standard support service times are 8:30am to 5:30pm Monday through Friday (excluding City holidays).
- The City Information Technology Departments monitors 24x7x365 and provides after-hours services as needed based on severity. After-hours support may require facilities access.