RIVIERA BEACH COMMUNITY REDEVELOPMENT AGENCY

Florida's Dynamic
Waterfront Community

2001 BROADWAY, SUITE 300
RIVIERA BEACH, FL 33404
PHONE: 561-844-3408
FAX: 561-881-8043
Website: www.rbcra.com

MEMORANDUM

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

FROM: Tony T. Brown, Executive Director, Riviera Beach CRA

DATE: June 6, 2016

CC: Michael Haygood, CRA General Counsel

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

REQUEST:
The Agency is requesting that the CRA Board approve a Professional Services Agreement with
Constant Computing for the continuation of the Agency's Information Technology Infrastructure
as stipulated in the Professional Services Agreement.

Background:

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 the expectations and 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 two 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

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areas as noted below. 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 new Marina Event Center.

With these expansions to the CRA, the CRA's IT footprint and support needs have significantly changed. With the addition of new users and IT infrastructure, costs of IT maintenance and support have risen accordingly. These increases, special projects, and a more comprehensive set of services being offered by Constant Computing have necessitated the need for a higher budget for IT services through Constant Computing. The services required by the CRA are outlined below. 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.

JUSTIFICATION:

- **MAIN OFFICE:**

Over the last two years, the main CRA office has expanded in user count and IT infrastructure. The following additions have been made:

A. User count on the network has grown from nine to 12 users. With the additional users, the amount of maintenance and user support requests have increased. Additionally, more upgrades and setups of PCs and mobile devices are required.

B. Additional network printers/copiers have been added to the network to accommodate printing needs. Although these machines are serviced through another vendor, tasks such as user support and software installation/maintenance/management are serviced through the IT vendor.

C. Enhanced Security - To further protect the CRA from malicious threats, new security services have been enabled through use of a network security appliance.

D. Virtual Private Network (VPN) support. Secure VPN connections have been set up to allow access to email, contacts, calendars, documents, and printers between the main office and other sites.

E. Multisite Domain - The main CRA server has been set up to communicate with servers at other sites. This allows centralized management of users and enable features such as sharing and transportation of email, contacts, calendars, documents, and printers through the secure VPN connections.

F. Additional virtual server and workstation - In addition to the existing physical server and two virtual servers, an additional virtual server and workstation have been added. The virtual server is used to manage the CRA's new Access Control System while the virtual workstation allows restricted remote access to the CRA's outside financial consultant.

G. QuickBooks has been upgraded from a single user setup to the Enterprise level product. The newer configuration allows enhanced features, multiuser access, and is set up on six different workstations.

H. Additional mobile devices - To maintain connectivity to resources and enhance communication with CRA employees, additional mobile devices have been deployed.

I. Maintenance - Before engaging with Constant Computing, maintenance tasks such as patch management and software upgrade cycles were significantly behind. There is now a regular patch management and software upgrade process in place. This results in a much higher level of security and reliability of network resources.

J. Monitoring - Originally, monitoring of the CRA network comprised periodic checks of the servers, workstations and network devices. As the CRA has grown, reliability and security of its IT infrastructure has become even more critical. Constant Computing has improved

and enhanced the monitoring of the CRA's network by enabling real-time monitoring. This real-time monitoring gives us unique insight into our network and promotes a more proactive approach to maintenance as opposed to the traditional reactive approach. Through real-time monitoring alerts are generated in events of abnormal performance issues, abnormal activity such as attempted network hacking, outdated security software, hardware errors, and failed resources are also monitored. Many times, we can now address issues before they become bigger problems or affect CRA business continuity.

K. SPAM controls - Constant Computing has enhanced control over SPAM email. The amount of SPAM that reaches user inboxes has been greatly reduced. False-positive occurrences of SPAM have been reduced. Features have been set up for users to have more control over SPAM false positives and retrieve quarantined messages.

L. Consultation, planning, and vendor management - As needs have increased and the CRA network infrastructure has grown more complex, Constant Computing has been needed more for planning, consultation, and assistance in communication with other vendors in the areas of purchasing, utilities (such as internet and phones), services, and more.

M. Backup - As resources grow, the process of backing up those resources has increased in complexity.

- **CLEAN & SAFE OFFICE:**

With the expansion of the Clean & Safe entity and the opening of its new location, many additions have been made:

A. Connectivity - Internet and phone service have been initiated for the remote office.

B. Virtual Private Network (VPN) support - Secure VPN connections have been set up to allow access to email, contacts, calendars, documents, and printers between the Clean & Safe office and other sites.

C. Network Security - A network security appliance has been deployed. This network security appliance offers features such as gateway antivirus, content filtering, intrusion prevention, and firewall service.

D. Servers - One physical server and two virtual servers have been deployed. One virtual server has been set up to communicate with the main office. This allows centralized management of users and enable features such as sharing and transportation of email, contacts, calendars, documents, and printers through the secure VPN connections. The other virtual server is used to manage the Clean & Safe Access Control system.

E. New Workstations - The Clean & Safe office has four workstations set up for employee use.

F. Network printers and scanners have been deployed and are maintained.

G. Wireless - Two wireless networks have been deployed. One network is for employee access while the other enables guest internet access.

H. Ambassador mailboxes - Email accounts have been set up and are maintained for Ambassadors to communicate amongst each other and other CRA staff.

I. Mobile Devices - Mobile devices have been deployed for use by Ambassadors when out in the field.

J. Maintenance - There is a regular patch management and software upgrade process in place.

K. Monitoring - Real-time monitoring has been deployed to maintain active insight on the remote office resources.

L. Backup - Regular backup of Clean & Safe servers and workstations is maintained.

M. Consultation, planning, and vendor management.

- **MARINA EVENT CENTER:**

With the addition of the new Marina Event Center, the CRA's IT needs continue to expand. The following items are new, recent additions that have been set up or are in the process of being added:

A. Connectivity - Internet and phone service have been initiated for the remote office.
B. Virtual Private Network (VPN) support - Secure VPN connections will be set up to allow access to email, contacts, calendars, documents, and printers between the Event Center and other sites.
C. Network Security - A network security appliance will be deployed. This network security appliance offers features such as gateway antivirus, content filtering, intrusion prevention, and firewall service.
D. Network Switches - Network switches will be installed and configured along with UPS's (Uninterruptable Power Supplies.)
E. Servers - One physical server and two virtual servers have been deployed. One virtual server has been set up to communicate with the main office. This allows centralized management of users and enable features such as sharing and transportation of email, contacts, calendars, documents, and printers through the secure VPN connections. The other virtual server is used to run the Event Center reservation management system.
F. New Workstations - The Event Center will have workstations set up for employee use.
G. Network printers and scanners will be deployed and maintained.

In addition to the previous items, the following are planned additional items:

A. Wireless - The Event Center has a comprehensive wireless infrastructure of nearly 50 access points. Once setup is finished, Constant Computing will assist as needed in the ongoing configuration, bandwidth management, security, troubleshooting and maintenance of the wireless system.
B. Network switches and hardware - Constant Computing will assist as needed in the ongoing configuration, maintenance, and troubleshooting on the network switches.
C. Audio Video - The Event Center is equipped with a comprehensive Audio Video system to supply the ballrooms with music and video options. Constant Computing will assist as needed with the ongoing operation, configuration, and basic troubleshooting needs associated with this system.
D. Network Connectivity - The Event Center has hundreds of connection points for internet access across the Event Center. Access to internet will be sold for use during events in the center. Constant Computing will assist as needed in the ongoing management, patching, and troubleshooting of this network.
E. User Support - Constant Computing will assist CRA employees for network support/IT issues at the Event Center.
F. Additional Servers - Additional virtual servers may be deployed as needed to support the various systems and functions of the Event Center.
G. Maintenance - There will be regular patch management and software upgrade process in place.
H. Monitoring - Real-time monitoring will be deployed to maintain active insight on the remote office resources.
I. Backup - Regular backup of the Event Center servers and workstations will be maintained.
J. Consultation, planning, and vendor management.

- **Additional Needs:**
With expansion of the CRA, increases in data/storage consumption, reliance of IT services, and evolving IT landscape, solutions to the following issues are required.

A. Backup - Prior to engaging with Constant Computing, the CRA purchased a backup solution in the second quarter of 2013 from Unitrends. Unitrends provides "hybrid cloud" backup solutions to ensure speedy disaster recovery and data restoration. A hybrid cloud backup solution is one that creates fast, local backups and then replicates those backups to a cloud service. This offers the best of both worlds as restoration can occur quickly using the local backup but also has the geographic security of cloud based backup for larger events such as hurricanes, fire, and flooding. The downside of a company such as Unitrends is that their backup appliances for local backup are proprietary and must be replaced with larger capacity units when you reach the capacity of the appliance. These upgrades are very pricey and require a large upfront cost in addition to monthly maintenance fees and cloud service fees.

As the CRA grew, it quickly reached capacity of the Unitrends appliance. As a temporary fix to avoid a significant lapse in coverage, some changes were made to the backup system. Although our temporary solution is providing basic backup and data security, it falls short of the disaster recovery goals of the CRA. In addition, it is disjointed, relying on multiple backup solutions to achieve a singular task. This can create opportunity for errors and gaps in coverage.

Constant Computing offers a hybrid cloud backup solution that meets the CRA's goals with the following benefits:

1. Secure, reliable cloud backups.
2. Ability to use non-proprietary local backup appliance. This appliance would cost the CRA significantly less to purchase and deploy, is simpler to manage, and easily upgradeable at a very low cost.
3. No large upfront costs. The only upfront costs are for the backup appliance and first month of cloud service.
4. Unified backup solution for all servers and workstations.
5. No limits on capacity/expandability.
6. Additional feature that allows for speedy recovery to an alternate site by continuously copying the backup to a disaster recovery location(such as from the main office to the Event Center)

Utilizing the Backup service from Constant Computing will save the CRA considerable money while benefiting from the same protective features. It will also enable the CRA to have greater control of their backup solution and substantially reduce time required in a disaster recovery solution.

B. Email delivery and SPAM filtering - The CRA has experienced troubles in the areas of email delivery and spam filtration. Although greatly improved, there is still a fair amount of room for improvement. Constant Computing can offer services that will greatly improve on the remaining email delivery and SPAM filtering issues at a low monthly cost.

C. Email retention/archiving - The CRA uses Microsoft Exchange server for their email system. Exchange is the standard for business email. When it comes to email retention and archiving, there are gaps in the coverage. Proper backup secures data in Exchange, but the restore process can be cumbersome and assumes that what you are looking for is known. Finding the unknown, can be much more difficult. A proper archival solution resolves this

by creating a separate, easily available, indestructible read-only copy of all communications. This gives the security of knowing that you are reviewing an un-tampered, complete set of records. Constant Computing can help the CRA implement a proper email archive solution that meets the CRA's data retention goals. This can be done with little upfront cost with subscription service through Constant Computing. Constant Computing's offerings also includes advanced email security, keeping email clean of viruses and other malware. Alternatively, Constant Computing can help deploy a more traditional on-site archival server to protect the integrity of email communications.

RECOMMENDATION:

The CRA partnership with Constant Computing has helped improve responsiveness to IT issues, developed network security and maintenance processes that protect the CRA from external threats, improved reliability of network services, and tackles all of the challenges associated with 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 two 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, a negotiated sole-source contract is recommended at this time for an amount not to exceed $40,000 for the period through September 30, 2016 and $60,000.00 per fiscal year thereafter at a billable rate of $115.00 per hour.