

TAB 8

POINT PAPER

IT Contract Services

Problem: The City has decided to outsource IT technical services and needs to select a vendor for the fiscal year ending September 2010.

Background:

In fiscal year 2009, the City selected BI/IT consulting to assist with a variety of IT projects. Specific projects included the COBAN implementation, Anitvirus, Server Maintenance and Monitoring. In addition, they have been available to trouble shoot and resolve a number of outstanding IT issues during the past several months. Staff has been very happy with the responsiveness and results that we have achieved over the last several months (see attached email). The current vendor has passed all background checks and is in the process of completing the necessary training to become FDLE certified. The City of Palmetto budgeted \$40,000 for IT contract services in FY2010. BI/IT consulting has agreed to continue providing IT contract services for \$100/per hour not to exceed the budgeted amount of \$40,000 for the year. This averages approximately 34 hours per month, but the actual hours per month will vary depending on the timing of projects and issues that develop. However, the annual budget of \$40,000 will not be exceeded.

In accordance with the purchasing policy, staff received a total of 3 quotes for IT contract services(see attached). PCM Networking agreed to provide IT services for \$100/hr and Bayshore Technologies agreed to perform services for \$114.75/hr. Due to prior performance and familiarity with the City's network, staff recommends that we continue with BI/IT for the FY 2010. The attached contract from BI/IT Consulting is within budget and can be cancelled within 30 days notice by either party. The City attorney has reviewed the attached agreement.

Alternatives:

1. Motion to approve and authorize the mayor to sign the IT contract services contract with BI/IT Consulting, a division of Hide-Away Storage Services for FY2010 in an amount not to exceed \$40,000.
2. Do not approve the BI/IT Consulting, a division of Hide-Away Storage Services, Inc.

Recommendation:

Alternative #1

Budget Impact:

\$40,000 has been budgeted in IT's cost center to cover costs associated with contract services.

Jim Freeman

From: Garry Lowe

Sent: Monday, November 09, 2009 4:47 PM

To: Jim Freeman

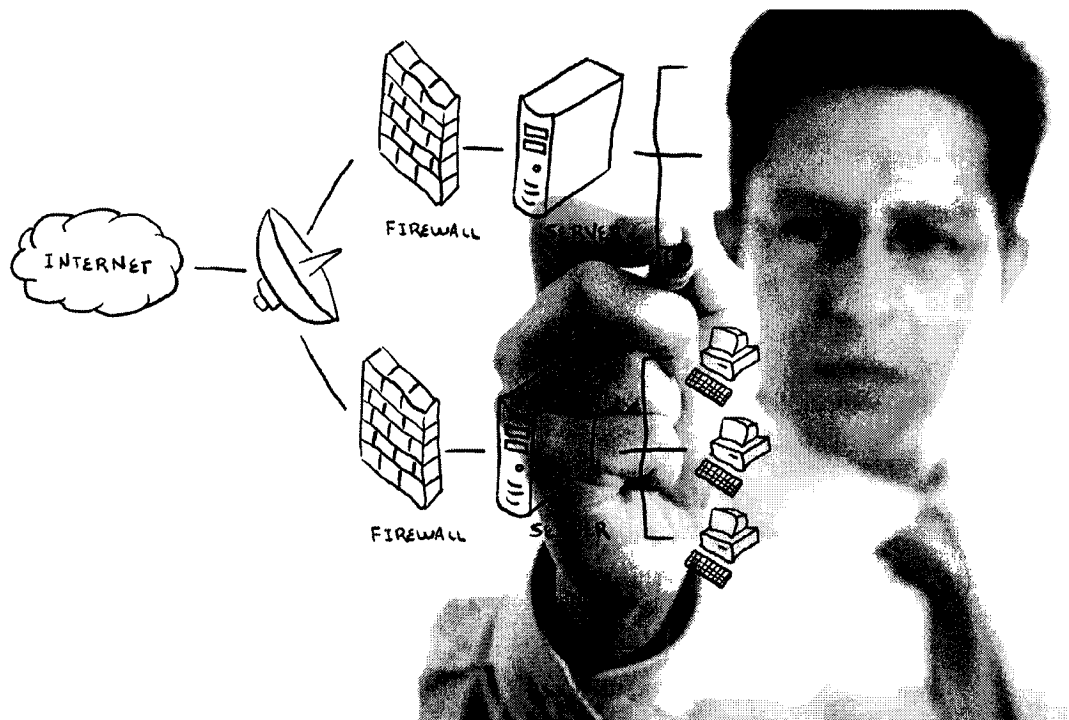
Subject: IT Support

This Email is to serve as documentation that The Police Department staff is satisfied with the job performance of Todd, Mike and staff. They have helped with many lingering I.T. problems that have plagued the police department for some time, including setting up a working Coban solution for our officers.

P.s We would still prefer to have a dedicated full time IT person for the PD.

Chief Garry Lowe

BI Consulting Services



2009/2010
Fiscal
Year

City of Palmetto

This report contains a summary of the proposed IT Contract Services for the City of Palmetto during the 2009/2010 fiscal year.

BI/IT Consulting Services

A division of Hide-Away Storage Services, Inc. through December 2009

The City of Palmetto requests BI/IT Consulting to perform the following:

Description of other work: For the fiscal year ending September 30, 2010 the City of Palmetto has budgeted \$40,000 for IT related tasks. BI-IT Consulting will commit to 400 hours, or about 34 hours of combined BI-IT staff time per month, targeting the City of Palmetto task list developed by Jim Freeman and City staff. Hours worked may be higher or lower during particular months and we will bill at month end hours incurred. Also, we will meet with Jim and others to go over the previous months work and get direction on the projects for the subsequent month to provide for task accountability. This monthly process will also provide a method to monitor the work against the annual estimate to stay within the City's budget, unless otherwise directed.

Consulting Fees: \$100 per hour or \$40,000 annual estimate.

This would not include out-of-pocket costs for hardware or software licenses.

The City of Palmetto agrees to pay Hide-Away BI-IT Consulting Services the above amount monthly for the work described.

The labor performed is a "work for hire." The City of Palmetto shall own all rights to the work in its name or otherwise.

Hide-Away Storage Services, Inc. shall take out and maintain during the life of this Agreement, Commercial General Liability Insurance in the amount of \$1,000,000 per occurrence and Excess/Umbrella Liability Insurance in the amount of a minimum of \$5,000,000 per occurrence. The City of Palmetto shall be named as additional insured on the two policies and shall be notified of any policy change. Hide-Away Storage Services, Inc. shall indemnify and hold harmless, the City of Palmetto and their agents and employees from and against all claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from performance of this Contract by Hide-Away Storage Services, Inc., its employees or agents.

Hide-Away Storage Services, Inc. is an independent contractor to the City of Palmetto.

Hide-Away BI/IT Consulting Services warrants that the work will be an original work that has not been in the public domain or previously created, and that the work will be free of any unauthorized extractions from other sources. Hide-Away BI/IT Consulting Services further understands that the City of Palmetto has the privilege of referring to Hide-Away BI/IT Consulting Services as a vendor in sales and marketing presentations and materials. Managed Services contracts are cancelable on 30 days notice.

Please signify your approval of this contract by completing the form below and return one copy to Hide-Away BI/IT Consulting Services for our files.

Attest:
James R. Freeman, City Clerk
City of Palmetto

Authorized Signature: _____
Shirley Groover Bryant, Mayor
City of Palmetto

I agree to perform the work listed above, and I accept the terms of this agreement as stated above.

Witness: _____

Consultant' Signature: _____

Gary Crawford, President
for Hide-Away BI/IT Consulting Services
Fed Tax ID#59-2003765

Note: Effective January 1, 2010 BI-IT Consulting, will become a separate LLC. Federal tax ID information will be supplied prior to that date.

ACORD. CERTIFICATE OF LIABILITY INSURANCE		OP ID DR HTDRA-1	DATE (MM/DD/YYYY) 01/13/09
PRODUCER Des Champs & Gregory, Inc Main Office 1812 Manatee Ave. W., Bradenton FL 34205-5927 Phone: 941-748-1812 Fax: 941-748-1480		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
INSURED Hidesway Storage Services Inc Steven A Wilson 4791 28th St Cir E Sarasota FL 34243		INSURERS AFFORDING COVERAGE	NAIC #
		INSURER A: Hanover Insurance Company	22292
		INSURER B:	
		INSURER C:	
		INSURER D:	
		INSURER E:	

COVERAGES
 THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

POLICY NO. / LTR. NUMBER	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR DENY AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input type="checkbox"/> PERIL <input type="checkbox"/> LOC	2ZJ5054796	12/31/08	12/31/09	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$100,000 MED EXP (Any or all persons) \$5,000 PERSONAL & ADY INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMPUP AGG \$ INCL
	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS BI-CYCLED AUTOS HIRED AUTOS NON-OWNED AUTOS				COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	GARAGE LIABILITY ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
A	EXCESS/UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$	UNJ2422305	12/31/08	12/31/09	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/ MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below OTHER				TOWNSHIP LIMITS E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

CERTIFICATE HOLDER City of Palmetto Fax: 733-4576 Jim Freeman 516 8th Ave. W. Palmetto FL 34221	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE <i>W. Robert Gregory</i>
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PCM Networking

Phone: (941) 351-8279 Fax: (941) 362-1776
10 Sarasota Center Blvd.
Sarasota, FL 34240



Quote

No.: **8039**
Date: 10/29/2009

Prepared for:

Prepared by: Florim Bala

City of Palmetto
516 8th Ave. W.
Palmetto, FL 34220 U.S.A.

Account No.: 3896
Phone: (941) 723-4570

Qty.	Item ID	Description	UOM	Sell	Total
480.00	LABOR-STD	PROFESSIONAL SERVICES LABOR 1 Hour Minimum 15 Minute Increments	HR	\$100.00	\$48,000.00

40 HOURS PER MONTH FOR 12 MONTHS AT \$100 PER MAN HOUR AND NO TRIP FEE (RATE IS BASED UPON MINIMUM OF 4 HOURS PER ON-SITE VISIT).

Item Total:	\$48,000.00
Tax at 6.500%:	\$0.00
Total:	\$48,000.00

Prices are firm until 11/12/2009

Terms: Labor N-10/Parts PPD

Quoted by: Florim Bala, florim.bala@pcmnetworking.com

Date: 10/29/2009

Accepted by: _____

Date: _____

Printed Name: _____

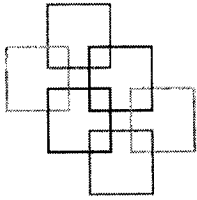
Prices are subject to change without notice.

PCM Networking warrants hardware 30 Days from date of purchase. All Software purchases are final. PCM Networking requires 100% prepayment for all hardware and software.

Any Labor Hours on this quote are to be considered an Estimate Only. PCM Networking will always Invoice Actual Labor Hour Charges.

Any Shipping and Handling Charges Listed in this quotation are considered Estimates Only and will be adjusted per invoice.

To accept this quote, please sign above and fax it to PCM Networking at (941) 362-1776.



bayshore

TECHNOLOGIES

Misc Block Hours, ProCare and Managed Services Options

November 6, 2009

Option #1 – Block Hours – 480 Hours Total (40 hours per month)

Discounted Rate \$114.75 per hour Total Cost: **\$55,080.00**

- Portal to Portal billing
- 2 hour minimum, (15) minute increments thereafter
- Remote support in (15) minute increments
- Priority onsite and remote support

Option #2 – Server ProCare Service

Monthly Recurring Cost: \$1,147.50

- Two (5) hour on-site visits per month to perform pro-active maintenance on the servers
- Preventative Server Maintenance
 - Review Server logs
 - Review AV logs
 - Review Backup logs
 - Security Patches and Software Updates applied as required
 - Collected issue resolution if time permits
- Access to Bayshore Helpdesk during normal business hours Mon-Fri 8:00am – 5:00pm
- Priority remote and on-site support
- (4) No charge 15 minute remote support calls
- 15% discount on all Bayshore services rates for reactive and project based work

Option #3 – Server ProCare Service w/ Realtime Monitoring

Monthly Recurring Cost: \$2,147.50