

MEMORANDUM

To: Mayor and City Council

From: Chris Pike, Finance Director

Date: December 08, 2014

Subject: **Approval of a Contract Amendment with InterDev**

ITEM DESCRIPTION

With the adoption of the 2015 operating budget, three positions were approved to address the increased workload at various departments in the City. One of these positions was a Network Administrator II. This position's skills and abilities will be between the two current positions and closer to those of the IT Manager (Ashley Smith). This technical professional will provide an important bridge between these skills and support requirements and their integration into the City's regular Information Technology support processes. Though the position is anticipated to serve all Dunwoody IT needs, the position will augment current IT support staff with a resource whose primary focus is support of the Police Department.

The salary and burden rate of the contractor is consistent both with comparable salaries paid at other jurisdictions and is at the approved rate outlined in the 2011 contract with Interdev. Also, the quote is within the budgeted amount approved by Council in October. This is the first change order to the Interdev contract.

BACKGROUND

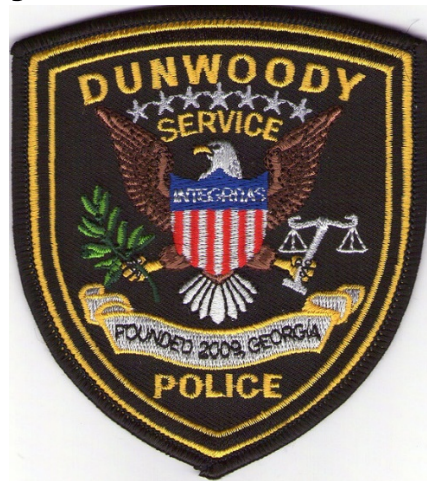
RECOMMENDED ACTION

It is respectfully requested Council approved the contract amendment to Interdev in the amount of \$132,163.



Public Safety IT Support Resource

City of Dunwoody



August 4, 2014



Atlanta
2650 Holcomb Bridge Road
Suite 310, Alpharetta, GA 30022

Chicago
2700 Patriot Blvd
Suite 250, Glenview, IL 60026

Jacksonville
7901 Baymeadows Way
Suite 3, Jacksonville, FL 32256



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Executive Summary

The City of Dunwoody is seeking to augment current IT support staff with a resource whose primary focus is support of the Police Department. Cities of comparable population typically have a larger IT staff and a resource primarily dedicated to Public Safety. IT can deliver a higher level of service and take on more projects for the all departments with the addition of this resource.

InterDev's engagements with local governments and their Public Safety departments —from the cities of **Sandy Springs, Dunwoody, Brookhaven and Lawrenceville, GA** to the municipalities of **Glenview, Buffalo Grove, Lake Bluff, Dunwoody and Kenilworth, IL** —have given us excellent insights and experience with the current hardware, software and security solutions favored by local governments and their Public Safety departments.

We have found that leveraging the right technology to monitor, filter, secure, and backup and archive a client's network, infrastructure, and data drastically reduces the risks and vulnerabilities seen in media headlines every day. Our approach to securing the City's Public Safety environment will reduce long-term expense, increase compliance with State and Federal Regulations, and minimize downtime so the City's staff can better support the citizens of Dunwoody.

For governments whose budgets are increasingly restricted, municipal knowledge sharing and resource pooling is no longer a theoretical concept—it is a proven model for dynamic leadership and success. Our ongoing work with other cities positions us to help the City of Dunwoody leverage powerful synergies that will result in more efficient, enhanced service delivery to the public. The proposed Public Safety resource will be a key team player on the Dunwoody IT team with a focus on the specialized requirements of the Police Department. This technical professional will provide an important bridge between these skills and support requirements and their integration into the City's regular Information Technology support processes.

Company Overview

About InterDev

InterDev has been providing information technology (IT) support and security services to corporations, non-profit and educational organizations and public-sector entities for more than three decades. InterDev installs and supports a broad spectrum of technology solutions including applications, servers and networks, security and backup/disaster recovery solutions, and voice and data products and architectures.

InterDev History and Vision

InterDev's founder, Gary Nichols, is a recognized innovator in the IT industry, in part because of his consistent focus on the importance of strategic planning and visioning. While other companies were struggling to react and adapt to the rapid acceleration of technology that began in the 1980s, Nichols and his team were encouraging clients to adopt a disciplined, future-focused approach to every IT effort.

In the 1990s, long before most IT firms had heard the term "public-private partnership" (PPP), Nichols and his team were contracting with the State of Georgia's Office of Insurance and Safety Fire Commissioner to assist with strategic IT development, a contract that InterDev retains to this day.

In 2010, InterDev again took a leading role in the PPP movement when it was chosen by the City of Sandy Springs for end-to-end management of its technology functions. Today, InterDev provides fully managed IT services to a number of cities in Metro Atlanta, plus four municipalities in the suburbs of Chicago, Illinois. InterDev is also an IT partner with the administrative and public safety divisions of more than a dozen other cities and government agencies. Overall, InterDev has completed successful projects with more than 30 public-sector entities.

InterDev has continued to promote the importance of strategic planning and visioning, assisting its municipal partners in developing and executing one, three and five-year planning efforts with a goal of achieving innovative, transformative IT methodologies that lead to continuous improvement.

InterDev maintains a clear focus on achieving in the present while planning for the future. InterDev's breadth of knowledge enables the company to work with technology systems from all periods and at all levels of complexity, including the legacy systems common in public-sector environments. InterDev has a proven ability to bridge the gap between older hardware and software and new technologies as we help our municipal partner's transition to contemporary solutions. Furthermore, in situations where public-sector systems require updating, InterDev's recommendations routinely result in significant operating and maintenance cost reductions.

InterDev Recognitions and Awards

InterDev was named a **2013 Pacesetter** by the *Atlanta Business Chronicle*, an award that honors the 100 fastest growing, privately held companies in Atlanta. In September 2013, *Inc.* magazine ranked InterDev No. 2206 on its 32nd annual **Inc. 500|5000** list – an exclusive ranking of the nation's fastest-growing private companies. InterDev was ranked No. 4 on the list among IT service providers nationwide.

InterDev is a proud Barracuda Networks Certified Diamond Partner and recently was awarded a Gold Level partnership in the Microsoft Partner Program. InterDev's technology personnel are current in all major IT certifications, and many of our non-IT staff obtains these certifications as well, affording us exceptional flexibility of service delivery.

Prior Experience

InterDev's client list includes more than 1,250 businesses, governments, non-profits, school systems and other organizations. These varied accounts include more than 25 fully managed IT accounts – where InterDev provides their complete IT department staff and support, from CIO to Helpdesk and all strategic planning, security, networking and troubleshooting.

InterDev has regular accounts that use specific subsets of our Managed Services Plan such as server monitoring or security audits, and accounts that prefer a simple break-fix support agreement and call for IT service as needed. InterDev also provides complete Geographic Information Systems (GIS) services for several cities in Georgia.

Public – Private Partnerships

Today, it is no longer practical or affordable for municipalities to stay abreast of the latest developments in IT, whether implementing cutting-edge technology systems or defending against imminent data threats. InterDev has entered into public-private partnerships with select municipalities to bring its award-winning expertise to bear on behalf of these entities and their citizens.

As threat landscapes become more hostile, and budget restrictions make it more difficult for governments to stay current with emerging technologies, InterDev's Managed IT Services offering (with a heightened focus on security) has become the model for nearly two dozen successful public-private partnerships. InterDev is uniquely positioned to offer Information Technology services to the City of Dunwoody as it looks to secure a highly-skilled professional IT consulting firm that is available to provide technical support and system administration on-call 24/7.

InterDev's municipal customers include, but are not limited to, the following cities, counties or agencies:

- City of Sandy Springs, GA
- City of Dunwoody, GA
- City of Brookhaven, GA
- City of Lawrenceville, GA
- City of Johns Creek, GA
- City of Gainesville, GA
- City of Albany, GA
- City of Duluth, GA
- City of Holly Springs, GA
- **City of Dunwoody, IL**
- Hall County Commissioners
- Henry County
- Lowndes County Board of Commissioners
- State of Georgia, Office of Insurance and Safety Fire Commissioner
- Village of Glenview, IL
- Village of Buffalo Grove, IL
- Village of Lincolnshire, IL
- Village of Lake Bluff, IL
- Village of Kenilworth, IL

Proposed Managed IT Support Solution

InterDev's proposal for the City of Dunwoody is designed to meet the technical and service level objectives for the City's Public Safety department. One fulltime resource is recommended to cover this need. The same resource will also provide backup support to assist in other departments within the city to provide an overall greater service level than currently possible with limited staff resources.

Staffing Rationale

Public Safety Specialist

GENERAL SUMMARY:

The Public Safety Specialist is responsible for the design and implementation of Public Safety systems, and providing technical assistance to IT team members with the proper integration and support of Public Safety systems.

Essential Duties and Responsibilities:

- Design and implementation at the application and network level: WAN and LAN connectivity, routers, firewalls and security
- Design and implement backup and disaster recovery solutions focused on Public Safety environment
- IT support relating to issues with Public Safety's internal systems and network infrastructure
- Support or integrations services for Microsoft related technologies: Windows Server, Exchange, SQL, SharePoint, etc.
- Support services for virtualization technologies: VMware and Microsoft
- Remote access and support for continuous connectivity solutions in a mobile environment: NetMotion, VPN, Terminal Services
- Administration and maintenance of the remote monitoring and management system: update agent scripts, respond to alerts, monitor dashboard and periodic system review
- Document maintenance for all computer systems and network infrastructure

Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Professional IT Certifications, such as: Microsoft MCP, MCSA or MCSE, Citrix CCEA or CCIA, SonicWALL CSSA, Cisco CCNA or VMware VCP
- Technical experience with Public Safety applications including but not limited to OSSI, RMS, CAD, L-3, Arbitrator, LiveScan, Vigilant and NetMotion
- Diagnosis skills of technical issues
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key IT services for which support is being provided

- Understanding of support tools, techniques, and how technology is used to provide IT services

Additional Duties and Responsibilities:

- Ability to work as part of a team and communicate effectively
- Escalate service or project issues that cannot be completed within agreed service levels
- Business awareness of critical Public Safety applications and how IT relates to their support needs
- Document internal processes and procedures related to duties and responsibilities
- Responsible for entering time and expenses in the Help Desk system as it occurs
- Work through project tickets and phases in the Help Desk system as assigned by a Project Manager
- Enter all work as service or project tickets into the Help Desk System
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry
- Maintain CJIS requirements
- Pass a stringent background check and maintain a clean record



Cost Proposal

Based on the City’s requirements, InterDev recommends an onsite Public Safety Specialist resource.

Onsite Staffing

- Public Safety Specialist 1 FTE (one fulltime equivalent)

The next two years expenses for this level of Shared Public Safety Specialist support are as follows, based on a September 1, 2014 start date:

Contract Labor Category	CY3 2014	CY4 2015
Network Administrator II (Public Safety Specialist)		
FTE Hours	693	2080
Fully Burdened Hourly Rate	\$60.37	\$63.54
Total	\$41,836	\$132,163