

MEMORANDUM

To: Mayor and City Council

From: Chris Pike, Finance Director

Date: May 26, 2015

Subject: **Information Technology Vendor Selection for Municipal Service Providers**

ITEM DESCRIPTION

To approve a contract with InterDev to provide Information Technology Municipal Services beginning January 1, 2016.

BACKGROUND

In December 2014, the mayor established a RFP evaluation team for the purposes of identifying firms that would be recommended to Council to provide the City with our municipal service providers when our current contracts expire at the end of 2015. The team consisted of Eric Linton, Billy Grogan, Sharon Lowery, Councilmember Riticher and Mayor Mike Davis. Michael Smith also served on the evaluation team for the areas he oversees. The RFP followed a similar format to the previous RFP in that seven service areas were identified; including Finance & Administration, Information Technology, Public Relations & Marketing, Public Works (including Stormwater), Parks, Planning & Zoning, and Permitting & Inspections.

During initial review of the scope of work, the evaluation team identified a few service areas where the current model of privatization did not hold benefit over a traditional employment model. The decision was made to remove the scope of services pertaining to those areas and recommend to Council those positions be hired on staff starting in January 2016. After proposals were received, scope related to the Parks Manager position was removed to be completed with in-house staff (new position) with the remaining scope moved to the Public Works Contract.

The City received proposals from 10 firms to cover 18 service areas; meaning several firms submitted proposals to provide multiple services to the City. The evaluation team read and scored each proposal using the criteria listed in the RFP. The proposals received indicated a service delivery similar to current operations, in most cases. Accordingly, you should expect the same professional service levels received from the past.

Cost proposals were provided to the City in a separate envelope and were not considered in the initial evaluation. After proposals were scored, the pricing proposals were then opened, scored and added to the technical proposals. Shortlisted firms were identified and interviewed by the team over a two-day period (April 20-21). Though not deliberate, all 10 firms were shortlisted for interviews for at least one of their proposed service areas. The evaluation team allowed the proposers to submit clarifications to their proposals and updated pricing after their interviews. The committee then recorded the updated scoring for those interviewed. Lastly, the City Manager and I negotiated best and final offers and final contract points with several firms.

ANALYSIS

Final scores for all firms are listed below with the commensurate final pricing. All cost figures reflect a five-year period covering 2016 through 2020.

Proposals Evaluation COMBINED SCORES	Total Score	Pricing
INFORMATION TECHNOLOGY		
Interdev	412.18	\$3,761,266
Rocket IT	392.76	\$2,621,764
INSPECTIONS & PERMITTING		
Clark Patterson Lee	449.99	\$2,500,000
Nova	422.33	\$3,400,000
Bureau Veritas	419.46	\$3,000,000
Collaborative	368.38	\$3,500,000
PLANNING & ZONING		
Clark Patterson Lee	390.04	\$4,970,000
Collaborative	372.13	\$2,169,318
Bureau Veritas	366.21	\$4,081,398
PUBLIC RELATIONS & MARKETING		
Jacobs	457.85	\$1,612,580
Collaborative	412.31	\$1,707,101
PUBLIC WORKS		
Lowe	557.24	\$4,078,331
Jacobs	517.61	\$4,621,548
PLANNING & PERMITTING COMBINED		
Clark Patterson Lee	848.17	\$7,470,000
Bureau Veritas	817.73	\$6,727,328
Collaborative	769.08	\$5,669,318

As you can see above, in several areas, the top ranked firm was also the lowest price, but that was not always the case. Many factors beyond cost were considered, and pricing provided 20% of the overall score. A firm could substantiate a higher price with increased services. Often the price was reflective of staffing levels or alternative delivery strategies so comparing just pricing would be inappropriate. Also, for all service areas, the “depth of bench” was given significant consideration; understanding a firm’s value extends beyond the staff they locate on site.

RECOMMENDED ACTION

The evaluation team respectfully requests approval of contracts with (1) InterDev, LLC for provider of I.T. Municipal Services, (2) Jacobs Engineering Group, Inc. for provider of Public Relations and Marketing, (3) Lowe Engineers, LLC for provider of Public Works and Parks Support, and (4) Clark Patterson Engineers, Surveyor and Architects, P.C. for providers of Community Development including Planning & Zoning and Permitting & Inspections.

**MULTI-YEAR CONTRACT
SERVICE PROVIDER CONTRACT
RFP 15-01 MUNICIPAL SERVICE PROVIDER**

This **CONTRACT** made and entered into this 26TH day of May, 2015 by and between the City of Dunwoody, Georgia (Party of the First Part, hereinafter called the "City"), and, InterDev, LLC (Party of the Second Part, hereinafter called the "Service Provider").

NOW THEREFORE, for and in consideration of the mutual promises and obligations contained herein and under the conditions hereinafter set forth, the parties do hereby agree as follows:

1. TERM:

The services to be performed under this Contract shall commence on January 1, 2016. The initial term of this Contract shall be through December 31, 2016. This Contract shall terminate absolutely and without further obligation on the part of the City on December 31 of each succeeding and renewed year, as required by O.C.G.A. §36-60-13, as amended, unless terminated earlier in accordance with the termination provisions of this Contract. This Contract may be automatically renewed on an annual basis for three additional twelve-month terms along with a fourth additional twelve-month term subject to Council approval, for a total lifetime Contract term of five years, upon the same terms and conditions, as provided for in this Contract, unless previously terminated. This Contract will terminate on December 31, 2020.

2. ATTACHMENTS:

Copies of the Service Provider's proposal, clarifications and modifications, including all drawings, specifications, price lists, Instructions to Bidders, General Conditions, Special Provisions, and Detailed Specifications submitted to the City during the Bid process (hereinafter collectively referred to as the "Bid ") are attached hereto (Exhibit A) and are specifically incorporated herein by reference. In the event of a conflict between the City's contract documents and the Bid, the City's contract documents shall control.

3. PERFORMANCE:

Service Provider agrees to furnish all skill and labor of every description necessary to carry out and complete in good, firm and substantial, workmanlike manner, the work specified, in strict conformity with the Bid.

4. PRICE:

As full compensation for the performance of this Contract, the City shall pay the Service Provider for the actual quantity of work performed. Bid amount shown on Exhibit A is the total obligation of the City pursuant to OCGA section 36-60-13 (a) (3). The fees for the work to be performed under this Contract shall be charged to the City in accordance with the rate schedule referenced in the Bid (Exhibit A). The City agrees to pay the Service Provider following receipt by the City of a detailed invoice, reflecting the actual work performed by the Service Provider.

5. INDEMNIFICATION AND HOLD HARMLESS:

Service Provider shall indemnify and hold completely harmless the City, and the members (including, without limitation, members of the City's Council, and members of the citizens' advisory committees of each), officers, employees and agents of each in accordance with the terms contained in General Conditions Section 7.14 of the RFP.

6. TERMINATION FOR CAUSE:

The City may terminate this agreement for cause as outlined in General Conditions Section Section 7.18 of the RFP. Such termination shall be without prejudice to any of the City's rights or remedies provided by law.

7. TERMINATION FOR CONVENIENCE:

The City may terminate this agreement for convenience as outlined in General Conditions Section Section 7.18 of the RFP.

8. TERMINATION FOR FUND APPROPRIATION:

The City may unilaterally terminate this Agreement due to a lack of funding at any time by written notice to the

#10.

Consultant. In the event of the City's termination of this Agreement for fund appropriation, the Service Provider will be paid for those services actually performed. Partially completed performance of the Agreement will be compensated based upon a signed statement of completion to be submitted by the Service Provider, which shall itemize each element of performance.

9. CONTRACT NOT TO DISCRIMINATE:

During the performance of this Contract, the Service Provider will not discriminate against any employee or applicant for employment because of race, creed, color, sex, national origin, age, or disability which does not preclude the applicant or employee from performing the essential functions of the position. The Service Provider will also, in all solicitations or advertisements for employees placed by qualified applicants, consider the same without regard to race, creed, color, sex, national origin, age, or disability which does not preclude the applicant from performing the essential functions of the job. The Service Provider will cause the foregoing provisions to be inserted in all subcontracts for any work covered by this Contract so that such provision will be binding upon each subservice provider, providing that the foregoing provisions shall not apply to contracts or subservice providers for standard commercial supplies of raw materials.

10. ASSIGNMENT:

The Service Provider shall not sublet, assign, transfer, pledge, convey, sell or otherwise dispose of the whole or any part of this Contract or his right, title, or interest therein to any person, firm, or corporation except in accordance with General Conditions Section 7.20 of the RFP.

11. WAIVER:

A waiver by either party of any breach of any provision, term, covenant, or condition of this Contract shall not be deemed a waiver of any subsequent breach of the same or any other provision, term, covenant, or condition.

12. SEVERABILITY:

The parties agree that each of the provisions included in this Contract is separate, distinct and severable from the other and remaining provisions of this Contract, and that the invalidity of any Contract provision shall not affect the validity of any other provision or provisions of this Contract.

13. GOVERNING LAW:

The parties agree that this Contract shall be governed and construed in accordance with the laws of the State of Georgia. This Contract has been signed in DeKalb County, Georgia.

14. MERGER CLAUSE:

The parties agree that the terms of this Contract include the entire Contract between the parties, and as such, shall exclusively bind the parties. No other representations, either oral or written, may be used to contradict the terms of this Contract.

15. TRAVEL COST REIMBURSEMENT

If travel cost reimbursement is to be a part of this contract then the vendor must comply with the City's Travel Policy.

(Signatures Next Page)

IN WITNESS WHEREOF, the parties hereto, acting through their duly authorized agents, have caused this **CONTRACT** to be signed, sealed and delivered.

CITY OF DUNWOODY, GEORGIA

By: _____
Michael G. Davis, Mayor
City of Dunwoody, Georgia

ATTEST:

Signature

Print Name
City Clerk/ City of Dunwoody

APPROVED AS TO FORM:

Signature
City of Dunwoody Staff Attorney

SERVICE PROVIDER: InterDev, LLC

BY: _____
Signature

Print Name

Title

ATTEST:

Signature

Print Name
Corporate Secretary
(Seal)

CONTRACTOR AFFIDAVIT AND AGREEMENT

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm, or corporation which is contracting with the City of Dunwoody has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A 13-10-91.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this contract, contractor will secure from such subcontractor(s) similar verification of compliance with O.C.G.A 13-10-91 on the Subcontractor Affidavit provided in Rule 300-10-01-.08 or a substantially similar form. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the City of Dunwoody at the time the subcontractor(s) is retained to perform such service.

E-Verify * User Identification Number

Company Name

BY: Authorized Officer or Agent Date
(Contractor Signature)

Title of Authorized Officer or Agent of Contractor

Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

_____ DAY OF _____, 200__

Notary Public

My Commission Expires:

* As of the effective date of O.C.G.A. 13-10-91, the applicable federal work authorization program is "E-Verify" operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA)

Appendix D –Cost Table

Page I

Submitted by InterDev

Bidders can submit proposals for provision of municipal services in one, multiple or all service areas. There will be no additional points awarded to firms bidding on more than one service area. The City will evaluate the qualifications of the Contractors to provide the requested services in each service area separately. However, the City recognizes that there are potential economies of scale and cost saving opportunities related to having one contractor providing work in more than one service area. In that spirit, the City encourages proposing firms to respond to more than one service area, as long as the responding firm possesses the required experience in all selected service areas and has the capacity to properly staff and manage the delivery of high quality services for the City.

Pricing may be, but is not required to be, included for each potential combination of service areas in addition to the individual service areas. For example, Bidder submitting a proposal for Parks and Recreation as well as Public Works may include a schedule for Parks and Recreation, a schedule for Public Works, and a schedule if awarded for both service areas. With seven service areas, this creates a potential for an excessive number of alternative pricing options. Accordingly, the City asks each Bidder to consider limiting the number of alternative schedules to the three most likely or most desirable combination of services in addition to the schedule(s) for individual service(s). Contractors may provide additional options, but they are not expected or required.

Throughout the term of the contract, changes to the scope of work may cause the need to include additional staffing to the contract. The Contract may be amended to include additional staffing requirements when the scope changes. The amount of the amendment will be actual costs to the Contractor plus the burden and profit ratios not-to-exceed those ratios proposed in Appendix D.

Submitted by InterDev

Please provide the proposed costs for all applicable service areas. If your organization is not proposing for a specific service area, please indicate so by marking N/A in the corresponding row.

	Not-to-Exceed Price by Year and Service Area					
	2016 ¹	2017 ¹	2018 ¹	2019 ¹	2020 ¹	2016 - 2020
Public Works †						
Finance and Administrative Services						
Planning and Zoning						
Information Technology	\$671,244	\$709,505	\$749,947	\$792,694	\$837,877	\$3,761,266
Permitting and Inspections*						
Parks and Recreation						
Public Relations and Marketing						

*The City requests that all Bidders proposing for the Permitting and Inspection services shall provide the City with an alternative method of calculating the contract cost in lieu of the lump sum fee and will show the fee in the table above based on a percentage of an estimated \$1,000,000 in permitting and inspection revenues. (The City generated \$1,260,590 in 2014 and \$1,265,307 in 2013.) Please provide the proposed percentage of the permitting and inspection services revenue that the Bidder would invoice to recover the costs of service delivery for Permitting and Inspections: NA %

† The City requests that all Bidders proposing for the Public Works services shall provide the City with an alternative method of calculating the contract cost in lieu of the lump sum fee and will show the fee in the table above based on a percentage of \$5,000,000 in capital projects in addition to a flat not-to-exceed amount for services other than capital project management outlined in 2.2.7. Please provide the proposed percentage of the capital projects expenditures that the Bidder would invoice to recover the costs of service delivery for Capital Projects Management outlined in Section 2.2.7: NA % (Amount shown in the above table will be the flat not-to-exceed amount for all services except Section 2.2.7 plus \$5,000,000 for capital projects times the percentage fee for services outlined in Section 2.2.7.) The amount shown (\$5,000,000) is a broad estimate only and not a guarantee. The City anticipates a minimum of \$3,000,000 (\$2M paving, \$1M storm water would be an absolute minimum) up to \$15 million with \$5M to \$10M being typical.

The City will not compensate the Contractor for any “phase-in” or “ramp-up” expenses. Although services should be provided immediately upon commencement of the contract, any such costs incurred should be included in the burden ratio and spread throughout the duration of the Contract’s term.

¹ City shall pay the contractors in twelve payments for each month in accordance with the Contract’s General Conditions (Section 7.11 (B)) to be reviewed and adjusted in accordance with the Contract’s General Conditions (Section 7.11 (G)).

Appendix D –Cost Table

Page III

Submitted by InterDev

Alternative Option One – Service Areas Included NA

Alternative Option Two – Service Areas Included NA

Alternative Option Three – Service Areas Included NA

	Alternative Not-to-Exceed Pricing Options					
	2016 ¹	2017 ¹	2018 ¹	2019 ¹	2020 ¹	2016 – 2020
Alternative Option One						
Alternative Option Two						
Alternative Option Three						

Contracts may present additional options but an additional option(s) is not expected or required. If submitted, please use the format provided.

¹ City shall pay the contractors in twelve payments for each month in accordance with the Contract’s General Conditions (Section 7.11 (B)) to be reviewed and adjusted in accordance with the Contract’s General Conditions (Section 7.11 (G)).

Representative Signature *Gary E Nichols* Date 4/24/15

Printed Name and Title Gary Nichols, CEO

Telephone Number 770-643-4400

Fax Number 678-672-1555

Email Address gnichols@interdev.com





Request for Proposal
Municipal Government
Services Procurement

Dunwoody, GA



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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Letter of Transmittal

Chris Pike
Director of Finance
City of Dunwoody
41 Perimeter Center East, Suite 250
Dunwoody, GA 30346

Mr. Pike:

InterDev is pleased to respond to the City of Dunwoody's Request for Proposal RFP 15-01 "Municipal Government Services Procurement". InterDev is a premier provider of Municipal Information Technology Services, and as such will be responding to the Information Technology Service Area (only) in this RFP. The following resource will be InterDev's primary contact for the City in this regard.

Gary Nichols, CEO
InterDev
2650 Holcomb Bridge Road, Suite 120
Alpharetta, GA 30022
gnichols@interdev.com
770-643-4400 main
678-672-1502 direct
678-672-1555 fax

InterDev acknowledges that this proposal cannot be withdrawn for a period of 180 days after the opening of the bid.

We welcome the opportunity to continue to work with the staff and citizens of the City of Dunwoody.

Sincerely,



Gary Nichols, CEO

InterDev

Executive Summary

The City of Dunwoody is seeking a firm that will manage and maintain the City's computing and telephone needs for all municipal operations while providing advice and planning services for the best practices use of technology to support the City's service objectives for its citizens. The company will continue to provide all City departments with the best computing technology and services that conform to the City's adopted technology plans, security policies, and budgets. InterDev would like to continue to provide these services to the City without interruption for the next five years.

InterDev's engagements with government accounts have given us excellent insight and experience with the current hardware and software solutions favored by cities, counties and Public Safety departments. We have comprehensive Information Security and assurance experience which enables us to provide the highest level of expert, task-driven services to the City, its employees and citizens.

We have found that leveraging the right technology to monitor, filter, secure, 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 environment will reduce long-term expense, increase compliance with State and Federal Regulations and minimize downtime so the City's staff can better support their citizens.

As the City of Dunwoody's current IT Service provider, InterDev will continue to apply its expertise to help the City protect and secure its facilities, enhance the quality of service for all departments, minimize spending, maximize ROI and ensure the efficient operation of its network and computer systems.

City Accomplishments

The dedicated efforts of the City's staff, InterDev and the City's other contracted vendors have grown the City of Dunwoody into a landmark of success – notable for its growth, responsiveness to its citizens, and efficiencies in services. InterDev is proud to have played a major role in the support and deployment of the award winning technology solutions in place in Dunwoody. The following reflects some of the major accomplishments by the Dunwoody IT team.

2012 Major Accomplishments:

- Implemented off-site data backup solution
- Created Information Technology Security Plan
- Deployed Data Loss Prevention System
- Developed an Information Technology Strategic Plan
- Created Enterprise PC Lifecycle Plan
- Successfully implemented ITIL based help-desk system

2013 Major Accomplishments:

- Upgraded to vSphere 5.5 from VMware 3.5
- Replaced 54 workstations per the City's Enterprise PC Lifecycle Plan
- Created and implemented a Disaster Recovery Plan
- Conducted the City's first Information Technology Security audit
- Implemented a Change and Problem Management process for the Dunwoody IT Help Desk system to ensure changes made throughout City systems continue to interface properly with all department software programs

2014 Major Accomplishments

- Implemented an updated Cisco Unified Communications Phone System to modernize phone system platform and replace outdated phone server with redundant communication servers
- Completed Information Security Network Audit to improve security processes and identify potential gaps for effective rectification
- Replaced the backend content management system for new City website
- Implemented a Network Access Control solution to improve the City's network security
- Setup an off-site backup location to increase business continuity and disaster recovery capabilities

Section II – Corporate Background and Qualifications

InterDev has been providing information technology (IT) services and support to government, education, business and non-profit organizations for more than three decades. InterDev provides and supports a broad spectrum of technology solutions including servers and networks, security and backup/disaster recovery solutions, Geographical Information Systems (GIS) and voice and data products and architectures. InterDev is headquartered in Alpharetta, Georgia with offices in Chicago, Illinois and Jacksonville, Florida.

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 five cities 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. By assisting its public sector partners in developing and executing one, three and five-year planning efforts they have reached the goal of adopting 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 government 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.

Core Values

InterDev is committed to providing top-tier services to municipal and small-to-medium enterprise corporate environments and nonprofit clientele. We apply an enterprise mentality to our work and

insist on the highest ethics from our staff. We strongly believe in honesty, fair dealing, client-first mentality, respect for all, sustainable growth and stewardship of resources. InterDev is a diverse organization, both in principle and practice.

Experience

InterDev 's experience in the municipal sector, working with cities and other government entities to support their business processes sets us aside from our competition. Our team is dedicated to work with the end users at each municipality to provide the best quality support processes possible.

The hallmark of InterDev's success in business both in Public and the Private Sector has been the coordination of efforts and resources with the goals and objectives of our clients. This coordination of our efforts and those of the clients and their constituents is essential to the continued success of the operations involved. Cooperation between the InterDev staff, City Staff, vendors, neighboring communities or municipalities is key to leveraging the effectiveness and efficiency of shared initiatives and projects. InterDev is instrumental in establishing and supporting shared services among our clients and neighboring communities including projects like shared backup support, joint GIS flyover and LIDAR acquisition services, joint Public Safety crime analysis, and Emergency Services 911 and Public Safety dispatch. Much of the support provided by InterDev has enabled common technologies to span disparate systems but support common goals.

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. Our ongoing work with cities and counties positions us to help the City of Dunwoody leverage powerful synergies that will result in more efficient, enhanced service delivery to the public. As the City's IT Service provider, InterDev will apply its expertise to help the City utilize both inter-city sharing, and to explore a "low to no-cost" Disaster Recovery exchange with a sister City or other public sector site which is not subject to the same environmental risks.

InterDev's recent efforts to help in the sharing of technology, resources and costs to the benefit of other municipalities have included: leveraging mutual failover and disaster recovery protection between neighboring cities; sharing for mutual benefit the utilization of existing and proposed fiber related to Traffic Management and 911 services; working with local cities to directly and securely share public safety data for crime analysis; and coordinating efforts to share the cost of aerial imagery and LIDAR data for GIS mapping of local geographies.

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. InterDev's existing partnerships with local area governments and agencies will enable the City of Dunwoody to more easily embrace this model for the benefit of the City and its citizens.

Municipal Accounts

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 Gainesville, GA
- Village of Glenview, IL
- Village of Buffalo Grove, IL
- Village of Lake Bluff, IL
- Village of Kenilworth, IL
- Village of Lincolnshire, IL
- City of Highland Park, IL - Public Safety
- City of Lake Forest, IL - Public Safety
- City of Albany, GA
- City of Duluth, GA
- City of Holly Springs, GA
- Hall County, GA - Board of Commissioners
- Henry County, GA
- Lowndes County, GA - Board of Commissioners
- State of Georgia, Office of Insurance and Safety Fire Commissioner

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 Level Partner and maintains 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 in our service delivery.

With 34 years of 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 20 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 provides complete **Geographic Information Systems (GIS)** services for many cities in Georgia. InterDev’s GIS team at the City of Brookhaven received international recognition in 2014 for its outstanding performance in establishing a world class GIS Department in a minimal timeframe. The Brookhaven GIS team was awarded the “Distinguished System for Exemplary Systems in Government (ESIG)” Award given out by the Urban and Regional Information Systems Association (URISA). Since 1980, this award has recognized extraordinary achievements in the use of geospatial information technology that have improved the delivery and quality of government services. The award

competition is open to all public agencies in North America at the federal, state/provincial, regional and local levels. Please refer to GIS section of our response to learn more about InterDev’s GIS offerings and the vast potential to expand services in this area.



Brookhaven
GEORGIA

ABSTRACT
Brookhaven, GA the State’s newest city, needed a plan to meet their new citizens’ demands for improved safety and services. The City’s new GIS department took the lead and developed an accurate dependable ESRI driven environment to support all of the City’s software systems and Public Safety coverage models. This remarkable effort was performed with minimal staff in an astounding 12 month window.

Mike Edelson – Sr GIS Analyst

*Building an Enterprise GIS for the
Newest City in Georgia
Brookhaven, Georgia
April 21, 2014*

InterDev Management Team

InterDev believes in its clients and its staff, and in the power of technology to fundamentally transform the way private and public sector entities conduct business. We operate only at the utmost level of performance and believe that “best practices” is a requirement, not a platitude.

The InterDev team assigned to this engagement represents decades of experience working with Information Technology in both the municipal and corporate arenas. As a company InterDev has been providing IT consulting, support and planning services for over 30 years. Our work in the State and Local Government area has extended over 15 years. Each team member has extensive experience in his field and in these markets. InterDev is proud to offer a team of professionals to provide the services requested by the City of Dunwoody.

Gary Nichols, Founder & CEO

Gary Nichols founded InterDev in 1980 and along the way earned his stripes as an early adopter of PC technologies, local and wide area networking, the Internet, and the value of managed IT services.



Today Nichols leads a firm of 40 and is responsible not only for managing the firm’s strategic direction but also for overall operations and customer satisfaction. His extensive experience provides a vast background for consulting in the critical areas of network infrastructure, knowledge management solutions, cloud computing, network security and municipal IT outsourcing.

Nichols’ vision for how private-sector managed services could benefit the public sector, coupled with decades of service to varied local and state government agencies, is what ultimately led to the formation of successful public-private partnerships (PPP) with the City of Sandy Springs, the City of Brookhaven and the City of Dunwoody in Georgia.

Nichols earned a Bachelor of Business Administration from Georgia State University and is a Certified Information Systems Security Professional (CISSP). He is a member of the Technology Association of Georgia (TAG) and a volunteer with TAG-Ed.

Certifications:

- Certified Information Systems Security Professional (CISSP)

Competencies:

- Network Design
- Network Security
- IT Infrastructure
- Systems Integration
- IT Assessments & Audits
- Application Development
- Knowledge Management Solutions
- Disaster Response Planning
- IT Support/Help Desk
- Municipal IT Outsourcing
- VoIP/Telephony

Ashley Smith, Director of Government Services



Ashley Smith has served as the IT Manager at the City of Dunwoody for four years. His insight and planning have helped position the City of Dunwoody as a leader in the municipal arena. Smith and his team have worked diligently to ensure Dunwoody continues to set the bar for exceptional municipal services

for its citizens. He has been working in government IT for the last 10 years, at both the state and local level. Prior to joining InterDev, Smith served as the IT and Communications Manager for the City of Hapeville, Georgia, and as the IT Manager for the Hapeville Wi-Fi Network, part of the Wireless Community Georgia Grant program sponsored by the Georgia Technology Authority.

As a presenter at the Georgia Municipal Association’s Annual conference and the Annual Mayors’ Day conference, Smith has taught classes on best practices in government IT and on using technology to improve government operations.

Smith has a Masters of Public Administration from Georgia Southern University.

Certifications:

- Cisco Certified Network Associate (CCNA)
- Network +
- GCIC Data Integrity
- DHS Technology Recovery Training
- DHS Project Management certificate

Competencies:

- FEMA Disaster Recovery Training
- Network Design
- Network Security
- IT Infrastructure
- IT Assessments & Audits
- Knowledge Management Solutions
- Disaster Response Planning
- IT Support/Help Desk
- Municipal IT Outsourcing
- VoIP/Telephony
- Tyler Incode
- Storage
- Security
- Windows Server Solutions
- NetApp

Daniel Schultheiss, Director of Technical Services and Security



Daniel Schultheiss joined InterDev in 2006 as a Network Engineer and implemented InterDev's Managed Services platform. He played a key role during a major upgrade to the Lawrenceville Police Department's server infrastructure and was heavily involved in the program setup for InterDev's contract with the City of Sandy

Springs, transitioning the City from a hosted domain to an on premise solution.

From 2013-2014 he served as the IT Director at the City of Brookhaven, Georgia, where he was responsible for all IT infrastructure, systems integration, and telecommunications and provides support for the City employees, Police and Fire Departments, with a staff of nine employees including network engineers, helpdesk specialists and GIS staff.

In 2014 he was promoted to Government Services Director for InterDev. Schultheiss shares his extensive expertise in government IT and GIS to provide analysis and recommended enhancements for the IT infrastructure of other cities supported by InterDev. He has 10 years of IT experience, including positions as Senior Systems Engineer and SAN Specialist for InterDev's corporate and municipal accounts.

Schultheiss graduated from the University of South Carolina in 2006 with a Bachelor of Science degree in Computer Engineering. He is a member of the Technology Association of Georgia (TAG).

Certifications:

- Certified Information Systems Security Professional (CISSP)

Competencies:

- Public Safety
- CJIS Support
- Security
- Storage
- Networking
- Dell EqualLogic
- VMWare
- Barracuda

Neil Matchan, Chief Technology Officer



Neil Matchan joined InterDev in 1998 as a Senior Systems Engineer. He served as Director of IT Services from 2006-2013, overseeing InterDev's Technology Department and all related projects and client interactions. In 2014 he was promoted to CTO, a role that more clearly represents the contributions he makes to InterDev today.

Matchan has been instrumental in developing, managing and growing InterDev's Managed Services program. Prior to joining InterDev, Matchan worked in corporate sales for CompUSA, where he was named a Top 30 performer in the nation for corporate sales, and was the #1 Account Executive at his location from 1995-1998.

Matchan studied Industrial Psychology at Georgia State University and graduated from the Network Administrator Specialist program at Oglethorpe University.

Certifications:

- Certified Information Systems Security Professional (CISSP)
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft SBS 2008 Certified Engineer
- Barracuda NG Firewall Engineer
- Barracuda Networks Spam Certified Engineer
- VMware administrator
- Barracuda Networks Message Archiver Certified
- Barracuda Networks Load Balancer - Certified
- Dell Product Specialist since 1994

Competencies:

- Network Design
- Network Security
- IT Infrastructure
- Systems Integration
- IT Assessments & Audits
- Knowledge Management Solutions
- Disaster Response Planning
- Ruckus Wireless
- VoIP/Telephony
- Storage
- Security
- Microsoft SQL Server
- Windows Server Solution

Lewis Wilkinson, Senior Project Manager



Lewis Wilkinson joined InterDev in 2011 as an Account and Project Manager. In 2012, he spent an eight-month engagement overseeing the citywide Tyler Munis Enterprise Resource Planning (ERP) conversion at the City of Sandy Springs. He is currently managing InterDev's team of project managers in the InterDev Project Management Office (PMO). During the first six months of 2014, Wilkinson worked closely with Village management and the North Shore IT Consortium transition team planning the orderly transition of five municipalities to InterDev's Managed IT Services.

Prior to joining InterDev, he spent 14 years working in sales, service, and support of ERP systems with companies including Computer Associates, SSA, BAAN, Systems Conversion, PowerCerv, BravePoint, and QAD. He has covered manufacturing, warehouse logistics, financial management and reporting in corporations in the USA and Mexico. During his InterDev tenure, he has worked extensively with Tyler Munis, Tyler Incode, New World Systems, Cityworks and the ESRI GIS software suite.

Certifications:

- Project Management Professional (PMP)®
- ITIL Foundations

Competencies:

- Enterprise Systems
- Tyler
 - Munis
 - Incode
 - Energov
- New World Systems
- ESRI GIS Suite
- SAP R3
- Lawson
- Infor
 - Warehouse BOSS
 - PRMS
 - ManMan
 - CAS
 - BPCS
- QAD Logistics
- Microsoft Dynamics

Wilkinson has deep experience with the implementation, project management, integration and oversight of enterprise systems with an emphasis in ERP and GIS systems.

Wilkinson earned a Bachelor of Arts in Sociology with Minor in Computer Science from Wake Forest University. He is a certified Project Management Professional as recognized by the Project Management Institute.

Mike Edelson, Geographic Information Systems Professional (GISP)



Mike Edelson is an InterDev GIS analyst, with more than 13 years of experience in geospatial technologies in both private and governmental settings.

Edelson has specialized skills in GIS enterprise database design and management, GPS collection and processing and SDSFIE and FGDC metadata standards. He provides skilled services in mapping, 3-D visualization, and implementing GIS technologies in urban planning, military master planning, fire and police safety, public works, capital improvement projects and economic development.

Edelson has managed multiple large projects, including GIS military master planning services for over a dozen US military installations throughout Afghanistan, Iraq, Kuwait and Qatar. He was also a key participant and contributor in multiple local governmental startups of spatial data and analysis, including the new Georgia cities of Sandy Springs, Johns Creek and Milton.

He has an undergraduate degree in Geography and Environmental Sciences from Florida State University, earned his Geographic Information Systems Professional certification, and is in the process of completing his associate certification as a Project Management Professional.

Competencies:

ESRI suite of GIS products including:

- ArcGIS for Server
- SDE setup
- Spatial and Network Analyst
- ArcGIS 3.1-10.0
- ESRI web apps for GIS

Certifications:

- GIS Professional (GISP)
- GIS Certification Institute License #59850
- Security Clearance, US Department of Defense

Support Methodology

InterDev's approach to seamless technical operations management for our clients is simple: closely monitor day-to-day operations; establish best-in-class operational policies and procedures; embrace applicable new technology; and look to the future to optimize planning. We leverage technology to proactively head off problems before they occur; we provide convenient, accessible methods for users to report and receive resolution of any issues that cannot be averted. Notably, this approach produces efficiencies by reducing service calls and systems downtime, thereby decreasing the staffing requirements and expense normally associated with IT Managed Services of the size and scope requested by the City. InterDev sees Risk Management and network security as critical components for the optimization of operations at the City.

InterDev has comprehensive Network Security experience. We have found that leveraging the right technology to monitor, filter, secure, and backup/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 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.

The success of providing IT support and updates for the City's multifaceted infrastructure requires expertise, project management and a highly-skilled technical team who can hit the ground running. InterDev's proven capability to stand up government-ready IT systems and provide IT services to local municipalities—from temporary to permanent facilities—sets InterDev apart as distinctively positioned to offer innovative IT services to City of Dunwoody.

Project Management – InterDev has an established Project Management Office consisting of a team of project managers who are tasked with managing large or complex projects. The City's onsite lead technology resource will be tasked with local project consolidation and coordination with our internal PMO.

Hardware and Software Standards – By implementing a standard for all IT hardware purchases, we reduce support time and cost by increasing efficiency of support staff for service and repair.

Remote Management of Servers and Desktops – Visibility and remote control of desktops allows InterDev to quickly identify issues/problems, and directly begin work on a remedy on a user's system without having to leave their desk.

Cross Training of IT Staff – Our staff is trained in a variety of disciplines so that critical knowledge is shared and does not reside with just one technical resource. This provides support flexibility for the InterDev staff and better response and reaction time for the Parish.

Automated IT Ticketing System – This tracking system ensures that user issues are documented, time stamped and handled in a timely fashion, and that no items go unaddressed. Strict response times and resolution rates drive efficiencies for our staff and reduce downtime for the Parish's end

users. A careful review of trends seen in ticketing issues gives InterDev valuable feedback about not only our efficiencies, but also highlights areas where software changes and upgrades or end user training may be in order.

Identifying Innovative Technologies – InterDev not only stays on top of the current technology and trends, but strives to understand how these technologies can be used effectively and beneficially by our clients. Technology for technology’s sake is not the answer, but rather what is the best solution to the problem.

Evaluating and Adopting Innovations – InterDev embraces new technology and endeavors to test it extensively before it is pushed out to our clients–provided that it is the right solution–to a legitimate business need.

Support Resources

InterDev’s support team will rely upon the City’s current systems and equipment to provide services for the City. InterDev can provide systems and equipment if necessary as a temporary backfill, but is not proposing to source additional hardware for this engagement. The exception to this would be for specialized security scanning appliances which may be used by InterDev during a security assessment of the City’s environment. InterDev would expect that the City would continue to supply Dunwoody owned notebook computers, software and cellphones for the assigned onsite staff. InterDev will continue to use ManageEngine to monitor and track each PC and system within the City network. This solution enables InterDev to monitor and keep track of all of the City’s technology users so we know who’s who and how to support them effectively. ManageEngine is completely integrated across its support, CRM, ticketing and help desk functionality. That means that we use the same system to service, support and manage client issues. From the same account screen we have complete and real-time access to all customer information on one screen, with a history of all staff supported communications. Every note, mail, service ticket, project, opportunity, quote, task, to-do or client-related attachment can be accessed from one spot. ManageEngine manages it all from first contact, through work in process, to detailed resolution with a complete audit trail.

Internally at InterDev, we utilize Microsoft SharePoint 2010 to manage internal and external collaboration projects. The capabilities of SharePoint 2010 allow InterDev staff to quickly respond to changes and the needs of our clients. Using SharePoint 2010, our people can remotely share ideas and expertise, create custom solutions for specific needs, and make better support and management decisions. SharePoint 2010 helps us cut training and maintenance costs, save time and effort, while allowing us to focus on our client’s needs and priorities.

Customer Satisfaction and Citizen Interaction

InterDev recognizes that IT Support and planning are primarily service focused functions. The InterDev Dunwoody team will strive to support all departments equally and equitably. Because we support all departments within the City and its citizens through our services, our goal is to provide

timely responses to all support issues and to proactively provide technology services in support of departmental goals and objectives. InterDev's team will propose what is deemed the best technology solutions based on the goals, the situation, and technology trends – but will also prepare alternative technology and services solutions if the initial recommendations do not meet budget, timeline, or other criteria for selection.

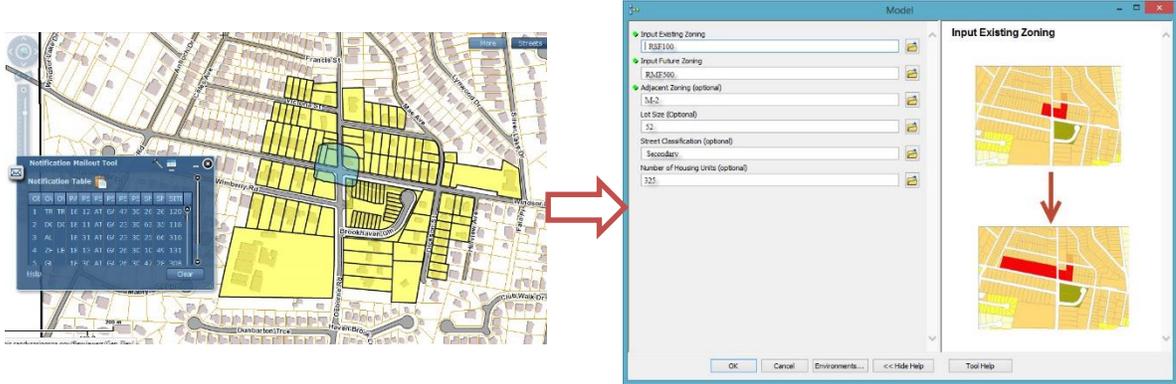
Geographical Information Systems

One of the larger changes for InterDev regarding the new Dunwoody IT support contract is the addition of GIS support – now being managed under the Information Technologies umbrella. InterDev feels this is particularly important as GIS can be the foundation and master record database for the City's most important software systems: Finance, Community Development, Public Works and Public Safety. The GIS database supplies the source data for everything from Tax Records and Zoning information to Police Patrol Beats and visual crime statistics. GIS services go well beyond the simple generation of maps of the City or region. The InterDev GIS staff will provide these basic services and the integration necessary to support all other departmental software applications but there is so much more available. The following examples are included to show some of the other potential uses for the GIS information within the City.

As cities struggle to increase operating efficiency and lower expenses, they realize that effective data management is part of the solution. With 70% of all information possessing the common denominator of geography, it makes economic and administrative sense to deploy and leverage advanced GIS solutions. With GIS, cities can centralize and manage key spatial databases such as addresses, street names, land ownership, and zoning. This data supports critical functions and programs for departments such as Community Development, Code Enforcement, Public Works and Public Safety.

The list below outlines many of the ways to increase your City’s GIS capabilities while leveraging your existing GIS capacity.

- 1. Fiscal Impact Analysis for Property Rezoning or Redevelopment** - This tool can use data from property tax information, real estate data, and zoning information to estimate the tax value of a proposed property rezoning. The user will be able to define the parameters based on various pick lists; the more information the user is able to input, the more accurate the estimation. For example, the user would enter values for zoning and lot size for a quick estimate; for more precise calculation the user can also enter land use, adjacent parcel zoning, and street classification.



- 2. Asset Management Integration** - These days many organizations are moving to Commercial-Off-The-Shelf (COTS) software programs to maintain critical processes throughout an organization. Some of these systems are cloud-based while other systems are installed directly onto your City’s servers. Whichever method your agencies choose (or both), GIS professionals can work with your department teams to come up with the best solution for your organization. Some examples of COTS include: work order management for Public Works, document imaging for City Clerks, permitting software for Community Development, emergency management, records management for Fire and Police, finance management software and many more.



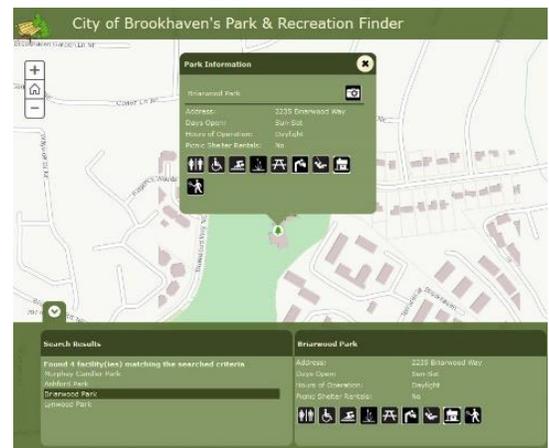
3. Franchise Fee Collection - One of the most important revenue streams for a local government agency is Franchise Fees, but many agencies rely on the databases maintained and operated by utility companies with little visibility. Using data collection and data collection methods, GIS can help to ensure that all the properties within an agency's jurisdiction are properly billed and money is correctly distributed.

4. Fleet Management - GIS can help facilitate efficient management of any type of fleet that your City manages. GIS can help save money by efficiently deploying your fleets to save time (routing) and money (energy costs) of maintaining your fleet. Everything from Police and Fire vehicles to waste collection and snow/black ice removal can be managed from one central location.



5. In-house Feasibility Studies - Whether your organization is annexing land, purchasing facilities, or studying traffic patterns an in-house GIS can help save thousands of dollars in 3rd party vendor feasibility studies. Your organization knows and understands its workflows, processes, and data better than anyone; so having your team work directly with a team of GIS professionals can help reduce the boilerplate feasibility study information to just the essentials. The key to a successful in-house feasibility study is knowing what data you have and having the ability to use the tools to efficiently analyze that data.

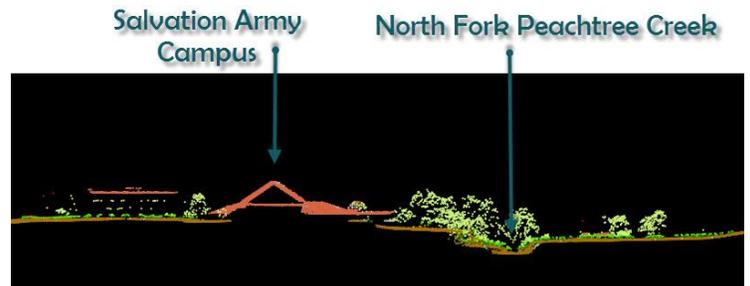
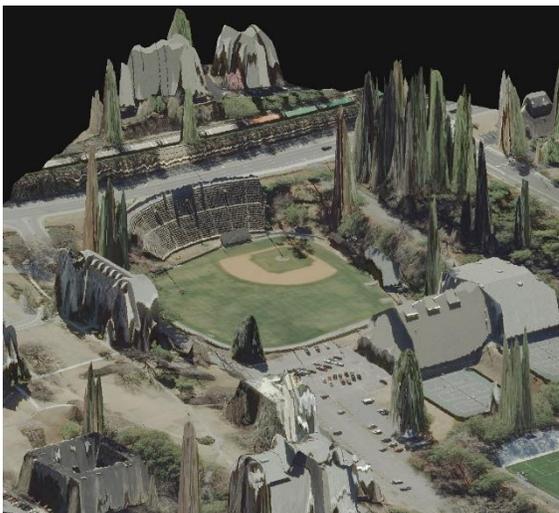
6. Park and Recreation Finder - The *Park and Recreation Finder* is an easy to use application that allows citizens to locate parks and recreation opportunities within your community from a smartphone, tablet, or desktop computer. Users can search your data for park amenities like rental able pavilions, swimming pools, or tennis courts.



- 7. **Tree Canopy Study** - This web based application compares tree canopy coverage over time using satellite imagery procured from the U.S. Department of Agriculture. This application allows the user to “swipe” tree canopy views between 2009 and 2013. This tool will allow your City to qualitatively measure long term trends in the changing tree canopy, thus facilitating and promoting tree canopy preservation and making tree replacement an integral part of the land development process.



- 8. **Operations Dashboard for ArcGIS** - Monitor real-time data feeds for large-scale events or day-to-day operations on your desktop or tablet device. Operational Dashboards allow your managers to see real-time events. For example, an Operation Dashboard for the City Manager or Public Safety Manager might include direct access via maps or tables to crime incidents, fleet management (emergency vehicle locations), road closures, active permits, traffic patterns, and other geospatial information.
- 9. **3D Modeling of Existing or Future Landscapes** - Develop 3D models of new development to better understand building shadow effects or view impediments from new buildings. Use 3D modeling from LIDAR information to better understand your stormwater system.



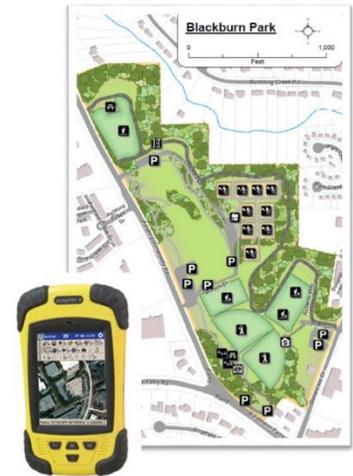
- 10. ArcGIS Online** – ArcGIS Online provides easy to use tools for authoring and sharing interactive maps. ArcGIS Online allows you to build custom applications to help facilitate your organizations workflow and processes. Easily upload shapefiles, spreadsheets, and a variety of other formats and share that information on an interactive map. Access your organization’s critical data on any device, anywhere, and anytime.



- 11. Land Use Build-out Scenarios** - A build-out analysis is used to estimate and describe the amount of future development that can occur within your City based on your current zoning regulations, natural features, and other existing constraints. Using a build-out scenario analysis the City can answer such questions as: How much land can be developed under existing regulations? What is the maximum number of residents at full build-out? How much commercial space can we have at full build-out?

12. GPS Field Collection

- a. **Collector for ArcGIS (GPS collection using smart phone and tablet technology)** - This Esri application uses the latest smartphone technology to collect information in the field as it ties back into your databases in real-time. This technology leverages the GPS unit within your smartphone to collect the GPS coordinates, then that data is sent back in real-time to the City’s databases and asset management systems where your Staff can utilize that information immediately.



- b. **GPS Collection** - For higher accuracy field data collection, conventional GPS collection methods may be used.

- 13. Historic Preservation** – Keep, track, and maintain databases of historical locations within your community

- 14. Digital Submission of AutoCAD Construction Plans and Automated Conversion into GIS data** - Provide your citizens and staff a seamless process for submitting digital permitting

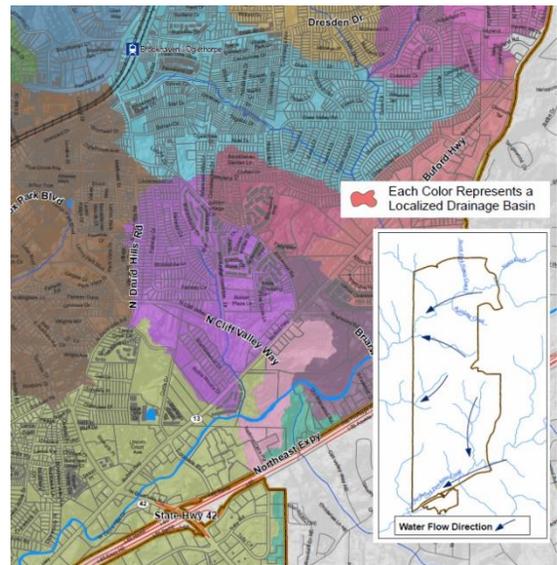
plans. Using digital submission methods, AutoCAD files can be submitted and integrated into your GIS in minutes. Thus saving your GIS and Planning staff hundreds of hours each year.

15. Esri Business Analyst and Esri Demographic Data - *Esri Business Analyst* and *Esri Demographics* combines demographic and business data, detailed maps, and advanced spatial analytics with your own data to help you answer your "where" questions.

16. Esri Story Maps - Using *Esri Story Map* templates InterDev can help tell your story on a map. Story maps combine interactive maps and multimedia content into a user experience that is focused on telling your organization's story. Story Maps can describe historically significant locations, points of interest, festival locations, short list key businesses, or restaurants within your community.

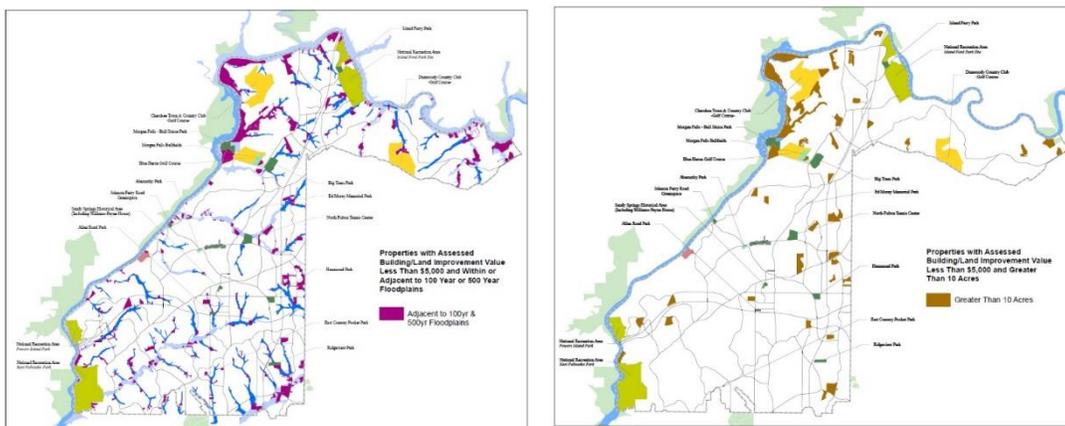


17. Using Existing City LIDAR data, Create Localized Storm Basin Maps This study uses an advanced GIS processing technique called *Watershed Delineation*. *Watershed Delineation* uses LIDAR information to create a model of ground elevations, water flow direction models, water flow accumulation models, and water outlet points to create a map that displays a localized map of your community drainage basins. This map has been proven time and again to be a major help in a City's stormwater management processes.



18. Solar Mapping - Using the latest techniques in GIS, Solar Mapping provides a detailed study of commercial and private solar panel use within your community. Solar Maps allow your jurisdiction to move another step closer to "going-green." Solar Maps calculate the optimal structures (and optimal location on the structure) for solar panels, allowing citizens and developers to make the most informed decisions when moving to solar energy.

- 19. Fire Station Study** - Fire Station Studies provide a detailed study of the City's fire station locations. Using historical fire data, census data, building information, and GDOT road data, Fire Station studies can provide a detailed analysis of the best locations for fire stations within your City. A detailed fire station study has been known to lower or maintain current insurance rates for citizens.
- 20. Fire Hydrant Mapping** - Using GPS technology, your City's fire hydrants can be mapped and integrated into your City's enterprise GIS. Having fire hydrants within your City's enterprise GIS has many advantages. Fire crews will know where to locate the existing fire hydrants and pre-planning fire response analysis can uncover "holes" in the fire hydrant coverage within your City. Additionally, maintenance crews can have unlimited information before they ever physically arrive at the hydrant; information such as hydrant type, location, valve pressure, manufacturer, last services and any other critical attributes.
- 21. Flood and Disaster Models using HAZUS software** - HAZUS is a software/database model developed by the Federal Emergency Management Agency (FEMA). The HAZUS software is used for estimating potential losses from disasters. Utilizing this software, city management and emergency management teams can better pre-plan for disaster response or recovery operations.
- 22. Greenspace/underutilized land models** - Using various GIS data analysis techniques, a GIS Analyst can provide a parcel based analysis of potential greenspace or underutilized land that is ripe for greenspace designation.



- 23. Asset Tracking for Financial Audits** - All government agencies must track physical assets for yearly financial auditing purposes. Proper management of data from miles of sidewalks to number of playground sets must be kept in accurate, easily accessible databases. GIS can not only maintain your assets efficiently, but can be an excellent tool when performing detailed asset depreciation calculations.

- 24. Information Exchanges (Data Sharing)** - GIS can make an organization's data easily available via interactive web maps or information portals. This easy access can save City Clerks countless hours of researching Open Records requests. This easy access to information also allows the City Clerk to more efficiently spend time researching complex requests rather than the simple ones.
- 25. Economic Development/Business Development** - GIS has many tools that can help facilitate business development for an agency's jurisdiction or business growth plan. For government agencies, various tools can be deployed to allow access to key datasets that drive business decisions. Real Estate Market analysis tools can be deployed to help in site selection processes for new factories, retail shops, or non-profits. These site selection tools can take into account your target interests and markets to help pinpoint locations or markets to grow your new business or economic development zones.

Section III – Response to Scope of Work

The City of Dunwoody is looking to partner with an IT services provider that can fully support, manage and provide guidance for the best use of technology in support of its service goals for the citizens of Dunwoody. InterDev provides its clients with highly trained staff that exhibit the drive, initiative and commitment to achieve the very best results for the customers they serve. InterDev is currently the IT service provider for the City of Dunwoody and our goal is to continue to provide excellent services, support and guidance for the City. InterDev's Dunwoody team is dedicated to the success of the City and its initiatives and they will continue to work closely with the City staff to improve services while monitoring budgets and reducing costs.

While InterDev's goal is to be the City's long term IT partner, should it become time to bring in another IT services provider, InterDev will support the transition team in its changeover. Because IT services impact all departments within the City this transition could potentially have the largest impact in the greatest number of areas. To *mitigate* this risk to operations, InterDev will work closely with the new vendor to ensure a smooth transition with the least possible disruption for the City Staff. To *eliminate* this risk, InterDev would like to continue to provide the highest quality Information Technology staff and services for the City just as we have done for the last four years.

Scope of Required Services (RFP – Section 2.1)

InterDev is responding to the Information Technology section of the City of Dunwoody RFP 15-01. InterDev will comply with all general services requirements as noted in the responses below.

For all work provided to the City of Dunwoody, the Contractor(s) shall meet the following general service delivery requirements:

- a) Provide services under the direction of the designated City Official. Such services shall encompass all those duties and functions reasonably and customarily associated with delivery of the required services in accordance with local, state, and federal laws including, but not limited to, the City Charter, City ordinances, and laws of the United States and the State of Georgia.
 - a. **InterDev will comply and provide all services contracted and directed by the designated City officials as customarily associated with the delivery of technology services. InterDev has been providing IT services for the City for the past four years. The InterDev onsite team will continue to provide the highest quality IT Management and support possible for the City of Dunwoody, its staff and citizens.**

- b) Comply with all OSHA and other applicable federal and state statutes, regulations and standards for workplace safety and all applicable laws regarding hazardous material and maintain all required Safety Data Sheets (SDA) forms on site at the City.
 - a. **InterDev will comply with all State and Federal statutes for health and safety**

in the performance of our services and in the decommissioning and disposal of surplus equipment.

- c) Comply with all local, state and federal documentation retention requirements including, but not limited to, the City’s document retention schedules, as adopted and amended by City Council.
- a. **InterDev will support and recommend additional solutions (as necessary) to comply with all local state and federal document retention policies as adopted by the City Council of Dunwoody. Document retention regulations can be convoluted and compliance with them complicated. InterDev will advise in the correct use and deployment of technology to support the City’s compliance goals remembering that retention of documents must also include the ability to search and retrieve documents as needed or requested in an Open Records Request or other retrieval situation.**
- d) Support the established culture throughout the City and community of Dunwoody.
- a. **InterDev has been a member of the Dunwoody team for many years and our employees take pride in being a part of the Dunwoody culture and community. We will continue to support and promote the unique culture, environment and outstanding qualities of the Dunwoody community.**
- e) Promote information sharing and collaborative work between all City staff and Contractors.
- a. **InterDev will provide and support a technology environment that promotes collaborative work efforts and information sharing. Beyond the technology components the InterDev team will encourage teamwork across departments and company boundaries at a personal level as seen within the City’s work environment today. Technology can be a great enabler but it will take the personal engagement of all the teams within the City to provide the levels of service expected for the citizens of Dunwoody.**
- f) Identify, record and report relevant key performance indicators for contracted service areas. Contractor(s) shall submit monthly reports based on established key performance indicators. The Contractor shall commence tracking key performance indicators already established at the time of commencement, as well as, additional key performance indicators approved by the City Manager during the term of the contract.
- a. **InterDev currently provides weekly, monthly and quarterly reporting for the City. We will continue to provide accurate reporting for all requested**

performance indicators and planning reports.

- g)** Develop, implement, maintain, and improve strategies to attract and retain highly-qualified employees in the appropriate number to maintain the required level of service and to fill vacancies in staffing promptly as defined by the City for each position. In regards to this issue, staffing strategies are at the discretion of the Contractor. However, during the term of the Contract, the Contractor shall discuss with the City Manager and/or Department Head on minimum qualifications and staffing requirements for each time a position is to be filled. Traditionally, existing staff members have been utilized when appropriate, for the new Contract. Contractors are expected to propose what they deem to be the most effective and efficient staffing level to meet the scope of services.
- a.** **InterDev has a “hire for life” philosophy where the company management makes every effort to hire long term employees who are highly skilled and wish to grow in their roles within the company. This strategy provides our clients with the best resources for their needs and discourages frequent staff changes more moves. InterDev has assembled a solid team of professionals to support the City’s needs. The company will provide any needed assistance and support to fill gaps or cover for vacations etcetera to ensure the City’s requirements are fully met and our staff remains stable. Because we do encourage and support our employee’s individual growth efforts at times there will be changes to current staffing. Our commitment is that InterDev will work closely with the City to place highly qualified resources in any backfill situation and to provide sufficient notification to the City for approval in the event of any staffing changes.**
- h)** Staff shall not be reassigned from the City without written approval; which shall not be reasonably withheld. Furthermore, Contractors shall not approach staff regarding potential reassignments (internal or external) without prior discussion with the City Manager or designee.
- a.** **InterDev will work closely with the City Management to ensure staffing assignments are stable and changes are kept to a minimum. Any necessary staffing changes or reassignments will be discussed with the City and written approval will be requested.**
- i)** Research current and relevant trends and laws that might have an impact on the City and service delivery, providing communication on the impact of the events to the City.
- a.** **InterDev gladly assumes an advisory role regarding technology, its uses, deployments and vulnerabilities as they effect the City and its citizens. The company will provide best practices advice and recommendation for the City’s use of technology in all areas. Our experience with other municipalities and corporate accounts gives us a unique insight into the benefits and drawbacks**

of hardware and software as it applies to the welfare of the City, its staff, and citizens.

- j) Identify and apply for grants matching strategic goals of the City.
 - a. **InterDev will support all efforts for grant applications and tracking through the use of technology and software to ensure the grant processes are as efficient and productive/rewarding as possible. The team will also look for IT related grant or other funding opportunities which may benefit the City.**

- k) Provide the City with employees that have the technical knowledge to operate City-owned IT infrastructure and software within their respective departments (Please see Appendix C for the detailed list of City-owned software and hardware).
 - a. **InterDev will staff the right combination of resources to ensure the City's technology infrastructure and computer related processes are correctly managed and supported. If additional "backoffice" resources are required for special situations InterDev will make them available in support of the regular technology staff. InterDev provides extensive cross training for our technical staff members so in the event of a staffing shortfall additional resources are readily available and know the environment and site particulars.**

- l) Throughout the term of the contract, maintain and implement documented training programs to guarantee that contracted staff members remain at the top of their field throughout the duration of their specified assignment(s) with the City.
 - a. **InterDev maintains a very proactive approach to staff training and education. The company supports employee training and certification efforts with internal education and mentoring and funding for external education classes and workshops. InterDev employees work with their managers to develop training plans and growth objectives. These outlines are part of the employee's corporate growth plans and they are funded appropriately.**

- m) Prepare an annual document in collaboration with the City that outlines education and professional development provided to staff during the prior year and outlines training that will be delivered to the staff providing services, and provide said training to their employees. Such document shall include budget estimates to be paid from the education and training line item of the Contractor's burden factor.
 - a. **InterDev's Training Coordinator will provide annual training and personnel development plans for the staff assigned to the City contract complete with budgeting and expenditures.**

- n) Throughout the term of the contract, research and implement operational improvements to increase efficiencies, improve service and reduce operating expenses.
- a. **The pace of technology growth and change demands that the IT team continually research, develop and modify plans for the best use of technology within the City. We do not promote the use of technology for “technology’s sake” but we do carefully evaluate new opportunities for its applicability in the support of city initiatives. Our experience with other municipalities gives us a real world insight into the use of many new technologies and can help us determine if they should be recommended for use within the City. InterDev will bring new technologies and opportunities to the attention of the City management and if deployed provide training for the staff on its optimal uses.**
- o) Review all related processes, procedures and policies at least annually for amendments and improvements based on circumstances and industry standards changes.
- a. **InterDev performs annual reviews for all municipal and corporate accounts. These reviews incorporate all policies, procedures and the deployment and utilization of technology in support of our client’s goals and objectives.**
- p) Maintain and account for all information, equipment, and property, which the City provides to the Contractor for use during the period of performance
- a. **The InterDev team will maintain and manage all issued equipment and technology issued by the City for their use. Backups, upgrades, and repairs will be performed within all City maintenance policies. The tracking and management of systems and technology for all departments within the City is accomplished with the ManageEngine system currently in use by InterDev’s Dunwoody team.**
- q) Manage all storage, maintenance, inspections and other necessary services related to motor vehicles and equipment provided to the Contractor by the City.
- a. **In the event that the IT team requires the use of City vehicles, the InterDev team will comply with all rules, regulations and policies regarding their use.**
- r) Provide a detailed Motor Vehicle Use and Safety Policy for the use of such vehicles by any staff of the Contractor sufficient to ensure that the City is protected regarding the use of vehicles. The City may utilize any vehicle described in section 7.5 (G) of the General Conditions when not in use by the Contractor.
- a. **In the event that the IT team requires the use of City vehicles, the InterDev**

team will comply with all rules, regulations and policies regarding their use.

- s) Obtain approval of the City Manager on vehicle make, model, and age and adhere to required branding to the City of Dunwoody standards of any additional vehicles furnished and used for service delivery by the Contractor.
 - a. **In the event that the IT team utilizes any such vehicle we will comply with all City requirements.**

- t) Furnish and maintain for the benefit of the City all labor, supervision, and equipment not otherwise provided, which are necessary and proper for performing the services, duties, and responsibilities set forth and contemplated as necessary to maintain the required level of service.
 - a. **The InterDev team will maintain and manage any equipment or technology that is required but not issued by the City as requested and within the correct level of service.**

- u) Communicate with the Mayor, City Council, and media services only through the City Manager or designee, unless otherwise authorized.
 - a. **InterDev will work through the approved chain of command for all communications unless otherwise directed by City Staff.**

- v) Maintain, for purposes of City business, established business hours and provide appropriate staff to perform any after-hours requirements. Such hours are established by the City manager and are subject to change throughout the term of the contract. Monthly billing invoices to the City shall include a production report including monthly recap of hours spent on the Contract segregated by on-site and off-site hours and percentage of each staff member's time spent solely on City contracted services.
 - a. **InterDev will continue the current staffing levels assigned to the City with the addition of a GIS Analyst I and a recently hired Public Safety specialist. Records for hourly utilization will be made available and reported to City management.**

- w) Provide the City with a primary contact who shall be available to the City in person or by telephone on a twenty-four (24) hour basis, seven (7) days per week.
 - a. **InterDev's primary contact will be Ashley Smith – IT Manager. There will be a rotating on-call schedule to support the 7X24 call schedule. Resources are also available via email for full time tech support via remote access as appropriate.**

- x) Use only the address of Dunwoody City Hall and Dunwoody e-mail addresses for all City-related matters including both incoming and outgoing mail.
 - a. **City related email will be channeled exclusively through the City email servers and exchange – only City email addresses will be used for City matters. Personal email and correspondence will be limited to personal email addresses.**

- y) Prepare and provide to the City updated reports submitted semi-annually and within 48 hours when requested by the City. All reports should document details of any subcontractor's work and the current status of specific key performance indicators established for each service area.
 - a. **InterDev is currently providing monthly reporting on all KPI structures. Expansion of the current reporting timeline or content can be provided if requested.**

- z) Prepare and provide to the City annually (during the budget process), the strategic management plan for continued services in the specific service area managed by the Contractor.
 - a. **InterDev currently prepares and distributes an annual strategic management plan describing goals, objectives, and budgetary numbers to facilitate budgets and planning for the next year. For the IT team this role is expanded to cover all City Departments to ensure that all initiatives that have IT components are planned and coordinated across the City. This allows for resource planning and for the IT team to determine overlaps in technology and services, eliminating duplication and waste.**

- aa) Maintain and update at least semi-annually the scope of work, listing specific services to be delivered in the service area managed by the Contractor.
 - a. **InterDev will continually monitor, update and track progress against the current General Scope of Work for IT support. Additional SOWs and plans will be developed for all major projects that have an IT component or key technology deliverable.**

- bb) Designate an employee responsible for the proper maintenance of all City records in accordance to the City's records retention policy including both archival and destruction.
 - a. **The InterDev IT manager will assign a document management resource to**

monitor and maintain IT related records in accordance with City document retention and management policies.

Section Specific Statement of Work

The following material contains InterDev’s direct responses to all Information Technology Section requirements and requests.

2.5.1 General Requirements – Information Technology

Contractors responding to the Information Technology scope of work shall perform the following services:

2.5.1.1 Provide ongoing engineering, design and maintenance oversight for the operation of all systems, as needed to meet the needs of the City.

Our recommendation for the IT staff includes both an IT Manager and a Tier 2 Systems Engineer who will support each other and provide oversight and management of all City systems. They will also take the lead on any engineering or design requirements that become evident during initial or periodic performance and improvement evaluations. However, final oversight and responsibility for excellence in oversight of all systems lies with the Director of Government Services, CTO, and CEO of InterDev.

Our highly successful, proactive support and maintenance model combines cross-trained technical staff with help desk software and sophisticated, core-level monitoring tools (ManageEngine and NPM-Network Performance Monitor), to carefully maintain the City’s computing environment and support the mission of all departments. In our experience, this model enables us to proactively head off minor issues before they become big problems or cause expensive failures and downtime. While this does not negate the need for maintenance oversight (which will be handled by designated on-site IT staff), it greatly reduces the need for continual human oversight.

2.5.1.2 Provide services under the direction of the City Manager or designee.

The InterDev team will work closely with the City Manager and appointed staff to determine priorities and direction for the City’s technology environment. It is our goal to continue to partner with the City and its management team to continue improvements to City services through technology by building efficiency with business solutions. Standard metrics will be developed and reported to city management on schedule required by the City.

2.5.1.3 Provide an Information Technology Manager, approved by the City, with full responsibility to manage all Information Technology Department staff necessary and proper to perform the services, duties, and responsibilities set forth. The Contractor shall not replace the approved Manager without written approval of the City, which approval will not be unreasonably withheld. – See Section 2.1(g) regarding staff reassignments.

InterDev will provide an Information Technology Manager and team to support the needs of the City. The IT manager will have responsibility to direct the efforts of the InterDev team as they provide services for the City.

The corporate culture at InterDev is to provide a high level of autonomy, trusting in the judgment of our employees instead of micromanaging every aspect of their job. Through regular teamwork and shared experiences, management is able to ascertain the degree to which the employee’s demonstrated decision making skills mesh with the desired level for the company and our clients. Those individuals with the best skills and judgment rise to higher levels of authority and autonomy. If a change is to occur at the Manager position InterDev management will provide written notice to the City requesting approval for the position change. In the case that the position is left vacant InterDev Management will fill the position until a candidate is selected that meets the City’s requirements.

2.5.1.4 Provide mid-to-upper level specialist support primarily (but not solely) 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.

InterDev has extensive experience in providing Public Safety systems support in multiple municipalities. We currently have a number of staff members with experience with OSSI OneSolution CAD/RMS/MCT, New World RMS/CAD, and Spillman RMS/CAD. The Public Safety support position will be primary contact for all Police Department and Court Services requests, but will be responsible for other duties per the IT Manager instructions. As InterDev is currently providing a Public Safety Systems Engineer for the City of Dunwoody, that position is in our proposed staff plan.

2.5.1.5 Provide the City with a primary contact who shall be available to the City in person as needed or by telephone on a twenty-four (24) hour basis, seven (7) days a week.

InterDev staff at the City of Dunwoody will maintain a 24x7 help desk schedule. Incident and Service requests will be able to be submitted at any time via email, phone, or the help desk user website. A central afterhours help desk number will be published for Dunwoody staff to use for emergencies that occur outside of normal work hours or on holidays. InterDev will also implement an escalating afterhours

support structure, where if a call is not responded it to within the defined SLA it will be escalated to the next Technical resource designated as the “fall back” on-call contact.

2.5.1.6 Provide supervision of subcontractors providing Information Technology services to ensure that subcontractors perform all contractual requirements effectively and efficiently.

The InterDev team will provide all project management resources as needed for IT projects in the City. The IT management team will carefully monitor and manage all IT projects by both internal InterDev and external subcontractors performing work for the City. Because we are part of the City Team, the InterDev staff is keenly aware of the quality, accuracy and timeliness of outside work performed for the City.

It is not InterDev's policy to employ subcontractors in the execution of its contracts. However, should InterDev and the City agree to bring in a subcontractor for a special project under the direction of InterDev, we will monitor the project to ensure all contractual requirements are handled effectively and efficiently.

We promote informational sharing and collaborative work between all City staff and Contractors. In addition, if an outside resource is brought in outside of InterDev's expertise for a role that relates to or is integral to our mission, the InterDev team will shadow the resource to obtain as much education and information transfer as possible (without negatively impacting the project) so that the InterDev team can effectively support the new technology moving forward.

2.5.1.7 Track, maintain, and report in a timely manner on key performance indicators for IT services established by the City in consultation with the Contractor

Tracking of all required key performance indicators will be handled through the InterDev network management help desk systems. To ensure timely submission of KPIs all reports with the necessary data will be generated automatically and sent to the IT Manager and Director of Government Services.

2.5.1.8 Identify and perform other Information Technology assistance where the firm reasonably anticipates needs, which are not specifically set forth above.

InterDev anticipates its IT staff will support any and all technologies within the environment. In addition, we will investigate such areas as Disaster Recovery Planning, High Availability and Intranet services and propose a plan for these technologies. It is InterDev's goal to become an integral part of the City's team and its culture.

Our involvement with the City staff at this level helps us to anticipate needs and

proactively provide help and assistance where needed. We want the environment to run smoothly and efficiently to provide the best work setting we can for the City. Not all issues can be known beforehand, so this intimate knowledge of the environment and the users' needs helps us direct the support to the needed areas – even if it is outside the scope of our original plans.

2.5.2 Information Technology Infrastructure

InterDev's mission is to excel at the business of managed IT infrastructure development, deployment and advancement. We bring our full resources to bear for the benefit of the City of Dunwoody. From the dawn of the modern IT era computer until today, InterDev has followed and mastered every significant business-related technology.

IT infrastructure is not something we simply understand, it is an integral part of who we are. We provide vigorous oversight at all levels to ensure robust, reliable and secure IT solutions for the City. InterDev will help devise and implement strategies for improvement that will carry Dunwoody into a safe and productive future.

2.5.2.1 Provide purchasing assistance, install, configure, and maintain any additional hardware and software required to satisfy all City's operational needs.

We are fully supportive of an RFQ process for any significant purchase and will be involved with providing assistance from planning for future growth to documenting and training staff on upgrades. For all recommendations, we will weigh the relative merits of four criteria:

- **immediate improvements in business processes,**
- **interoperability with existing and/or planned systems,**
- **short-term cost savings in capital and**
- **long-term ROI from supporting future expansion and evolution of the City's technology and service environments.**

Installing, configuring and maintaining any additional hardware and software is a fundamental component of our service. Our goal will be to ensure new products integrate and work effectively and perform as expected by the City, its staff and its citizens. InterDev commits to support the entire technology infrastructure for the City and effectively merging new technology into the environment is part of that commitment.

2.5.2.2 Maintain and improve the content of the City’s website. The City will pay for major upgrades separately.

InterDev supports a number of clients who have a major Web presence. Consequently, we understand importance of effective support and maintenance the City’s website. The support staff will upload content and updates as directed and provide insight and direction for the website’s improvement if needed.

Our main focus will be to keep the site’s information current and accurate and to safeguard and secure the site from malicious activity that could reflect negatively on the City. Staff currently assigned to the City of Dunwoody are trained on the city’s website content management system OrgCentral and have been vital in its development and day-to-day maintenance.

2.5.2.3 Maintain and regularly update hardware and software utilized by the City for efficient service delivery and administrative functions. Hardware includes, but is not limited to, desktop computers, laptop computers, peripherals, cell phones, mobile devices, copiers, printers, scanners, faxes, plotters, cameras, projectors, and audio recorders. Software includes, but is not limited to, systems for accounting, human resources, work order tracking, public works, capital planning, court management, police force, agenda and document management, and geospatial information system (GIS) integration.

We utilize ManageEngine Service Desk Plus for our practice management application and LanGuard for our server/desktop monitoring and support application. These best-in-class solutions have helped InterDev build an impeccable reputation among its clients for IT service and satisfaction. We envision leveraging this same technology to support efficient service delivery for the City of Dunwoody. We automate and monitor the patch management process for servers and workstations to ensure timely implementation of security updates. Automation is key to this process as it keeps this tedious yet critical task from being relegated to the back burner.

This technology is scalable and can provide great insight into the support and optimization of the City’s environment. We are also able to accurately track equipment and software inventory to ensure an efficient refresh schedule. InterDev has already established a PC/Server Lifecycle plan for the City of Dunwoody to ensure that all desktop and laptop hardware is up-to-date and stays current with industry standards.

2.5.2.4 Provide the expertise for planning, installation, configuration, and maintenance of all City IT systems to ensure that systems are interoperable and continuity is maintained during turnover of

City personnel and Contractors. Contractor shall develop/update an IT Strategic Plan annually during the budget preparation process (currently mid-year).

InterDev maintains the highest standards of accountability, professionalism and training for its personnel, not only the core employees at our office, but also those who are onsite at customer locations. All personnel involved with the Dunwoody project will be seasoned individuals with the expertise to competently plan, install, configure and maintain City IT systems. They will hold or acquire any and all appropriate certifications and maintain them, as dictated by our own internal policies, through continuing education.

Furthermore, InterDev will use not only the depth of knowledge of the onsite staff, but also the shared resources of all InterDev staff in this process. Staff resource will be leveraged as required to expand support for the City during periods of personnel or contractor turnover.

For planning purposes, the CIO level experience you receive as part of our model will be invaluable in setting the direction of IT for the City. We will develop, with the input and approval of the City Manager and other City-designated staffers, a comprehensive strategic IT plan on a timeline to be mutually agreed upon by InterDev and the City prior to contract initiation and updated on a regular basis. As both technology and needs may evolve rapidly, we recommend semi-annual reviews of the plan.

2.5.2.5 Manage the inventory and licensing of all IT assets and report discrepancies to the City Finance Director.

IT systems and networking infrastructure will be proactively managed to ensure optimal performance, longevity and cost savings. InterDev will monitor all resources and record equipment inventories, database and application configurations and logins and other infrastructure information. InterDev will manage all Dunwoody assets in a central help desk and asset management system. Software licensing will be managed through the asset management system and will be audited annually to ensure compliance with vendor requirements. During the yearly audit InterDev will assess whether current licensing structure is financially beneficial to the City and make recommendations during the budgeting process to address any inefficiencies that are found.

2.5.2.6 Maintain software and hardware interoperability among users and systems. The local area network is TCP/IP based and IPV6 compatible. The computer network is based on Microsoft Windows servers including Exchange and SQL. Computers are Microsoft Windows based and are loaded with the Microsoft Office Professional suite.

InterDev will closely monitor software licensing and revision control to ensure the highest levels of functionality and compatibility with all other hardware and software systems. The toolset used by InterDev also manages patches and “fixes” released from Microsoft and other software vendors. We can control the distribution and installation of these updates to manage the user environments to limit interruptions and control potential software conflicts.

2.5.2.7 Maintain an appropriate replacement program for all computers and equipment. The City covers all hard costs for replacement of hardware and software. Provide cost budgets for any IT project, including replacement projects, when the cost is anticipated to exceed \$10,000.

To ensure all computers meet current industry standards InterDev has developed a PC Lifecycle Replacement Plan for the City of Dunwoody. To ensure that users have the appropriate systems for their job responsibilities we have created a tiered user rating system to properly fit all City users with appropriate workstation configuration for their needs. Annually, InterDev also reviews the City cellular devices and performs upgrades to all phones and hand held devices when necessary.

InterDev will properly budget any and all costs related to IT projects that staff decide on during the annual strategic planning process. All projects and new major purchases will be listed in the Annual IT Work Plan that will be submitted to the City Manager and Finance Department during the City’s budgeting process.

2.5.2.8 Provide all users with email for internal and external communications, common contact lists, and scheduling.

InterDev will manage and support the City’s Microsoft Exchange email systems to provide a safe and secure communications environment for the City. This includes full archival during the duration of the contract, to support all local, state and federal laws and regulatory requirements.

New user accounts will be set up with appropriate security and access levels, and existing accounts will be reviewed to ensure they are in compliance. Also, InterDev will engage in user and group data integration and aggregation to create common contact lists and facilitate scheduling of individuals and resources for meetings, events and action items.

2.5.2.9 Maintain disaster recovery and IT business continuity plans and ensure that compliance is periodically validated.

The foundational underpinning for the City’s technology infrastructure will be the development and implementation of comprehensive disaster recovery and IT

business continuity plans. These plans will directly influence policy, security, network and hardware infrastructure and software setup and deployment.

To date InterDev has completely restructured and improved the City of Dunwoody’s backup and recovery infrastructure by implementing solutions that drastically reduce the amount of downtime that could occur during a disaster situation, while increasing the City’s backup capabilities. InterDev will continue to improve backup and recovery systems and procedures to ensure all of the City’s critical data is properly protected.

Annual reviews and training for the Disaster Recovery / Business Continuity plan will be conducted and subsequent to any significant changes that are made to the computer/network/ telecommunications, so that changes to the City’s environment can be incorporated. In addition, audits and simulation of a disaster and recovery are and will continue to be conducted on a schedule to be mutually determined during initial planning.

2.5.2.10 Provide 24/7 troubleshooting for all Citywide IT systems.

InterDev will provide for the 24/7 systems support and troubleshooting for all City systems. We will staff an onsite help desk with extended business hours to provide local support for the users between the hours 7:30 AM and 6:00 PM Monday through Friday. InterDev will commit to a 15-30 minute response time for all calls.

After-hours support calls will be managed via phone support or through our remote management toolset. This toolset provides our support staff with a secure method of remotely controlling and troubleshooting user PCs, networks and systems infrastructure.

Incident reports and warnings are sent via email and text messages automatically to the on-duty InterDev support staff. Examples of this type of issue may include: failed backup processes, network downtime, offline servers, or delayed responses for networked resources.

Much of the troubleshooting and repair can be accomplished remotely, but if an onsite presence is required, InterDev will provide that resource.

2.5.2.11 Develop request for proposals when directed by the City.

InterDev will work with the City’s Purchasing division to develop specialized Requests for Proposals as needed for new technology, software and services for the City of Dunwoody. InterDev will leverage all internal resources to contribute to the development of the RFP so that the requested products and services will integrate

with the City's existing environment.

2.5.2.12 Archive and retrieve all emails to comply with open records requests.

Email archive, backup and restore will be facilitated by InterDev to maintain a secure, searchable and accountable email environment as directed by the Georgia Open Records Act. A searchable history will be maintained as required for legal or HR related investigations.

InterDev recognizes and supports the concept that the public has a sense of urgency regarding record requests and will retrieve messages for open records requests in accordance with the restrictions, response times and compliance regulations set forth by the City and required by the law.

2.5.2.13 Provide for the centralized, electronic storage of the City's documents. Provide virtual private network (VPN) connectivity for remote users.

InterDev will continue to provide secure, centralized, and readily accessible electronic storage of all City documents. As part of the electronic storage of the City's documents we will continue our monitoring of access rights to the City's sensitive information stored on the Dunwoody network to ensure compliance with various regulations the Dunwoody must comply with (ex: HIPAA, PII, PCI, CJIS, etc.)

In regards to VPN access InterDev will provide, monitor, and improve upon the exiting VPN system that the City has been utilizing. We will make sure that all access through the VPN is secured to comply with various government and industry standards, along with maintain a two-factor authentication system for access for added security.

2.5.2.14 Maintain all communications systems including VOIP, VOIP Fax, VPN and wireless systems. Maintain local area network switches, cabling, and patch cords for communications, networking, and data sharing.

Our staff has extensive network switching, routing, and security experience. We will continue to manage all aspects of the Dunwoody network, along with looking at ways to improve it operations to better serve the staff and citizens of the city. InterDev staff has experience with multiple VOIP systems, including the City's Cisco Unified Communications version 10.5 system. Current InterDev staff at the City of Dunwoody has been responsible for managing all aspects of the VOIP system.

2.5.2.15 Administer network accounts and resource level security to systems, services, applications, databases, email, documents, and printers.

All network administration will be tightly controlled and managed by the InterDev IT team. Security and access management will be controlled within the parameters set forth by the City management and industry best practices. InterDev will strive to support the City's users in the least restrictive environment possible that still provides the necessary levels of security and access control to maintain the integrity of the City's data and information systems. New user accounts and permission changes will be fully documented. We will work very closely with HR departments of the City and other vendors to ensure that all hiring and firing actions follow established security procedures and are executed on a timely basis. We strive to ensure that a new employee's the first day on the job is a pleasant experience and that they have all the tools needed to perform the job. We work as diligently to make sure an employee's last day on the job is not a security risk for the City.

2.5.2.16 Administer network services including, but not limited to, Active Directory, Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), Remote Procedure Call (RPC), Internet Information Services (IIS), and Print.

InterDev will support all network services and devices required to provide the City with the protocols and access necessary for all communications, printing, file sharing, scheduling, security and data management purposes.

2.5.2.17 Provide general software user support and coordinate support with software providers when needed.

InterDev will provide full help desk support for all users for answers to their technology questions and coordinate any additional support required from software or specialty hardware providers. This will be a standard component of the help desk support model – providing user level support for any city supplied technology. Issues and their escalation will be closely tracked using ManageEngine Service Desk Plus to ensure prompt resolution and monitoring of the support process.

2.5.2.18 Administer the Microsoft SQL server and provide connectivity to City applications requiring database storage and services. Coordinate the procurement, installation, configuration, and maintenance of all databases required of municipalities in the State of Georgia by any governmental agencies.

InterDev will continue the management and support of all servers within the City's network including the Microsoft SQL server and its accompanying databases. All security and application interfaces will be managed and supported by the InterDev team. InterDev will follow state guidelines for the maintenance of all databases.

This team will also support the installation, configuration and support of any new

systems. If third party contractors or hardware/software vendors are involved, InterDev will coordinate the installation and setup with the requesting department to ensure a timely project completion.

2.5.2.19 Upon request, provide schema and any database data in a standard SQL format for importation into a non-contractor database.

InterDev will support any authorized requests for database and schema exports in approved formats. Security procedures and best practices policies will be followed to ensure that all data and drawings are protected and disseminated only to the approved parties.

2.5.2.20 Identify and perform other IT infrastructure responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

Because of the integrated nature of current communications, data and server infrastructures, InterDev is taking the approach that any and all IT related systems fall under the proposed management structure. All requirements for systems functionality and performance excellence will be identified during initial review and will be included in the scope of this contract, whether explicitly stated or not.

Per our "all you can eat" managed IT services model, additional resources at InterDev can be available— at any time to ensure consistent, reliable and responsive delivery of services to the employees, staff and citizens of the City of Dunwoody. In the event of major changes or an emergency, these resources include the Director of Government Services, CEO, and all other InterDev staff.

2.5.3 Security Component for Information Technology

The Contractor shall provide the following services:

2.5.3.1 Maintain the numerous security components that must be addressed including: ensure data security and integrity with nightly backups; provide anti-virus, anti-malware, anti-spam, and patch management; provide firewall protection for the local area network; provide a virtual private network connectivity for remote users; and administer network accounts and resource level security to systems, services, applications, databases, email, documents, and printers.

Because of the risks involved in modern computing, InterDev has developed very rich standards for the management of servers, networks, PCs and data to buttress them with the most secure operating environment possible. Currently, InterDev is using tools such as Trace Security CSO, Netwrix, Kaspersky Endpoint Protection, and Dell

AppAssure to protect the City's data. Although a comprehensive security strategy will be implemented, perimeter security and backup are the two most critical components. Breach and data loss are the words we never want associated with our firm or our clients. We work hard to ensure neither is in the newspaper for the wrong reasons.

The InterDev team will manage all components from the Web to the PC and all points in between. VPN network access will be provided in conjunction with increased security on remote PCs, mobile devices and the data they hold. Where desired, two-factor authentication will be implemented.

The risks of malware and virus attacks are mitigated to the extent that they can be through the use of advanced hardware and software solutions and just as importantly, user education. The education component is critical to the success of any security effort and will be emphasized. Education/awareness classes will be held for ALL City employees and contractors.

2.5.3.2 Provide technical solutions such as SSL to secure all Internet communications to protect the privacy of the citizens of Dunwoody and the integrity of its software systems. Additionally, the Contractor will be responsible for ensuring security for new City software systems including, but not limited to, finance, personnel, municipal court, and public safety.

InterDev will provide best-practices technical solutions for data and application security to ensure the integrity of the City's systems and the personal and corporate information of its citizens. SSL layered security is only one component we utilize for the security of municipal environments. A layered security approach utilizing appliances and protocols on the network, software on the servers and workstations, and policies guiding user's awareness and interactions are all critical components for a secure computing environment.

Security certificate is being used for validation, along with a WAF (web application firewall) to protect the City's publicly facing website and VPN connections. For remote access to the network, strong dual-factor authentication has been deployed. The IT department will also be required to use two-factor authentication in remote system administration.

Security requirements and policies will vary by department and need to be structured to accommodate areas with higher and lower security areas. There will be departments such as Public Safety and the Court Systems where access privileges, file retention and physical security needs are greatest, but also departments where a more open environment is a necessity for effective operation.

2.5.3.3 Ensure data security and integrity with a nightly backup (with offsite storage) and the ability to restore from a central location.

Municipalities face unusual challenges not seen in the corporate sector, including the need for continuity of critical services and access to related data, in the event of a major disaster or emergency. InterDev will work with the City Manager to develop and implement the optimal backup and recovery solution for the City based on its current and future capacity requirements, legal and regulatory need for data archival and retrieval, and operating need for high availability and disaster continuity/recovery.

InterDev's holistic approach to providing Managed IT services enables our backup and recovery support to encompass not only applications and data also telecommunications and other systems that may hold vital data. Size, scope, budget and the cost of failure will all come into consideration when backup and disaster recovery plans are developed.

2.5.3.4 The backup site does not have to be hot. A reasonable expectation the restoration of documents and emails is two hours and restoration of services within four hours.

Providing for an adequate backup site is essential for protecting the City's data. Currently, InterDev has configured a "hot" site at a secure Atlanta data center for the City, along with archiving sensitive information to a secured Iron Mountain facility for extra protection. All documents on the City's storage systems at City Hall are backed up every 90 minutes with a 30 day retention from the last successful backup. Target restoration time for documents and emails is within 60 minutes and restoration for other services is 2 hours. InterDev has also designed the City's Cisco VOIP system with redundant calling and voicemail servers.

2.5.3.5 Provide firewall protection for the local area network.

Perimeter security for any network is a vital component to making sure that an organization's internal data remain secure. InterDev will manage and monitor the existing Dunwoody firewall, along with running monthly security scans to ensure that proper security protocols are in place. As part of our Change Management process we will document all changes that are made to the firewall as well as reviewing the configuration of the firewall on a monthly basis.

2.5.3.6 Identify and perform other IT security management responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

During ongoing operation, we continually seek ways to reinforce a secure "perimeter" around the technology of our clients. The importance of compliancy and enforcement of policies cannot be underestimated. They are paramount for the safety and security of the City's business environment.

Numerous studies show that, by far, the majority of security breaches are caused not by malicious intruders but rather by internal personnel and partners that are given access to the internal network.

InterDev will develop and implement security policies and procedures and engage the City Manager to reinforce the City's support for adherence by all staff and City partners. Information Security standards and guidelines documents will be published for easy access to the security policies by IT staff, all network users, employees and affiliates. The security strategy will ultimately mitigate and manage threat levels for the city.

Regular audits, use of intrusion detection systems, regular penetration tests, vulnerability scans and emergency response plans.

2.5.4 Geographical Information System (GIS)

The Contractor shall provide the following services:

2.5.4.1 Manage the existing GIS system as well as for the service, update and maintenance of the GIS databases on not less than a monthly basis.

Our combination of on-site and off-site reach-back resources provide excellent continuous GIS management of the Dunwoody GIS enterprise system on a daily/monthly/yearly schedules.

2.5.4.2 Review data contained within the existing GIS system, and coordinate with all other necessary City personnel to obtain pertinent data to be included within the GIS. Determine necessary documentation as well as coordinate and implement the physical retrieval, reproduction, and storage of the transferred records.

The backbone of any GIS is the quality and accuracy of the GIS data. InterDev will perform an initial assessment of the GIS system and provide City personnel any information that is missing from the system. InterDev will coordinate and implement physical retrieval, reproduction, and storage with City personnel and the IT Department.

2.5.4.3 Maintain one employee available during business hours capable of operating,

printing, and extracting information, including maps, from the GIS System in a timely manner as directed by the City Manager or department head.

InterDev’s onsite GIS resource will be an experienced GIS analysis capable of operating, printing, and extracting information, including maps from the GIS system, as well as understanding the general maintenance of database management systems and web mapping capabilities.

2.5.4.4 Provide the public with access to limited City GIS files through the City website as directed.

InterDev, as directed, can make GIS data available to the public in various ways: allow downloading of data through the online interactive webmap (for advanced GIS users,) uploading commonly requested GIS files to the City’s website (for intermediate GIS users,) or providing web-based electronic or hard copy maps (for beginner or non-GIS users.)

2.5.4.5 Maintain, develop, implement, and improve GIS standards, policies and procedures.

Interdev has developed and maintains a library of GIS standard operating procedures (SOP) for maintenance of key GIS datasets and critical processes. These SOPs include, but are not limited to, address & parcel updates, enterprise hardware & software maintenance & upgrades, standard GIS mapping templates and GIS data quality control matrixes.

2.5.4.6 Maintain all existing and future GIS data layers.

InterDev will use industry standards for maintaining and developing of GIS data. InterDev also follows the Federal Geographic Data Committee (FGDC) standards for metadata documentation.

2.5.4.7 Develop new data layers and maps requested by the City or its contractors to meet business needs.

It will be InterDev’s responsibility to create and maintain any new data layers or map requests needed by the City to meet its business needs. InterDev’s expertise in data management & web mapping technology, along with our cartographically-skilled GIS analyst will provide City staff with a high level of mapping and analysis capabilities.

2.5.4.8 Provide any GIS related information and/or data in response to requests and needs of City personnel as well as any IT Department employees who may be engaged in City of Dunwoody Planning and Zoning projects.

InterDev has many years of experience supporting City Planning and Zoning operations from an IT and GIS perspective. InterDev’s GIS team can respond quickly and offer insight into GIS processes and analysis that may benefit the team and/or project.

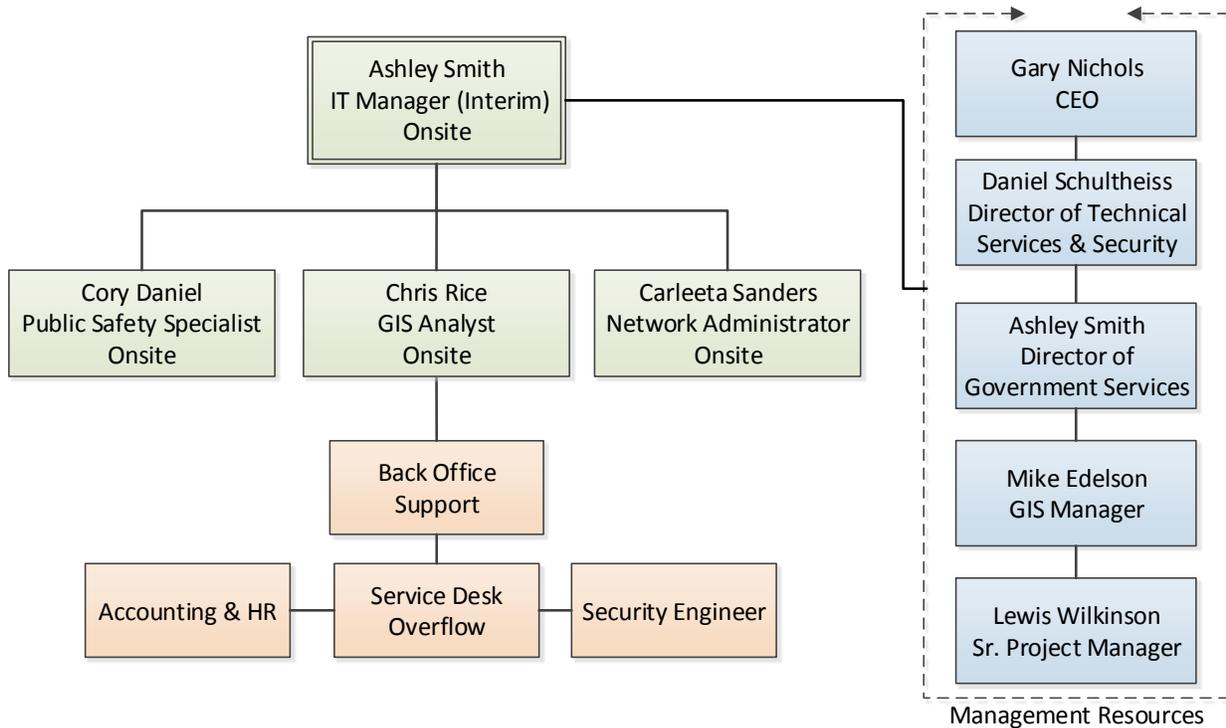
2.5.4.9 Identify and perform other GIS related responsibilities where the firm reasonably anticipates needs, which are not specifically set forth above.

In 2014, InterDev’s GIS team was awarded the URISA Exemplary Systems in Government Award for our enterprise GIS solution. This awarding winning solution will be adapted and implemented at the City of Dunwoody. InterDev is ready to identify and perform all GIS related services as it pertains to the City of Dunwoody.

Section IV - Proposed Personnel

InterDev staffing for the City of Dunwoody will largely remain unchanged with the notable addition of Chris Rice, GIS Analyst. The GIS Analyst role will be augmented one day per week by Mike Edelson, InterDev’s GIS Manager. Project Management resources will be applied as needed and include Lewis Wilkinson and Nathan Holder from our PMO office, as well as senior Technical or Security Engineers as needed. Ashley Smith will serve as the City’s Interim IT Manager, and Carleeta Sanders will continue on as the City’s Network Administrator. Individual biographies and an Organization Chart are below.

City of Dunwoody, GA IT Support Team



InterDev Onsite Team

Ashley Smith – IT Manager (Interim)

See previous biography in InterDev Management Section of this response.

Carleeta Sanders – Network Administrator

Carleeta Sanders is a graduate of Old Dominion University, with a Bachelor’s degree in

Information Technology with a concentration in Network Administration. After graduating from Old Dominion, Carleeta began work as a 1st Level Help Desk Analyst in Password Administration for Capital One Savings where she singlehandedly resolved an average of *300 tickets per day*. Carleeta then moved to the position of 1st Level Service Analyst with Phillip Morris USA, where she handled Tier 1 telephone support which consisted of initial troubleshooting, interfacing with developers, vendors, administrators, etc., and escalating unresolved issues to Tier 2. She then returned to Capital One Savings as a Systems Administrator (Directory Administration), where she dealt directly with the creation/deletion of Active Directory and Exchange accounts in a multiple domain enterprise. Carleeta relocated to Atlanta Georgia, where she began the position of Systems Administrator with Esurance Inc. As the Systems Administrator, Carleeta was responsible for management of Active Directory and Exchange account creations/deletions, resolution of trouble tickets, peripheral management, system backup management, work flow documentation, Citrix ICA 9.2 environment support, and deployment of Windows server 2003/XP patches, PDA management and management of the Avaya and Cisco telephone system.

Currently, Carleeta is the Network Administrator for the City of Dunwoody, via Interdev LLC, where she is responsible for Active Directory/Exchange management, Group policy management, software rollouts, server updates; peripheral management; printer management; mobile device management, website management, system backups, Cisco IP Phone management via Cisco Call Manager 10, backups/restores, software research/testing, hardware updates, and end user support.

Cory Daniel, MCP – Public Safety Specialist

Daniel comes to the City of Dunwoody from his previous role as Information Technology Manager for the City of Hapeville, GA. In this role he provided design, configuration, deployment and support for the City's networks, appliances, PC's, security camera systems and VOIP phone system. Daniel provided hands on support and troubleshooting for VPN and onsite/internal networking issues. He has extensive Cisco Unified Communications Systems expertise and provided support and development for the City's website. Daniel supported and administered the City's Incode financial accounting system. He has extensive experience supporting standard Microsoft server and desktop applications, Public Safety and Municipal ERP software solutions.

Daniel worked as a Field Engineer for VC3 an IT services provider focused on remote support for small cities and towns in Georgia and South Carolina. Daniel spent four years working as a technical resource with the Transportation Security Administration in the Atlanta area. Cory Daniel is a Microsoft Certified Professional (MCP)

Chris Rice - GIS Analyst I

Chris Rice is a graduate of Kennesaw State University with a BS in Computer Science. Rice has worked in both a GIS capacity and as a Technical Support resource for Apple Computer, GA Technical Institute, AdCare Health Systems and Miles Technologies. As a GIS Analyst I Rice is an experienced resource capable of operating, printing, and extracting information, including maps from the GIS system, as well as understanding the general maintenance of database management systems and web mapping capabilities. His technical capabilities and experience with ESRI server maintenance and support make him a valuable resource who can span both GIS and technical support operations. Rice will be working with Mike Edelson to expand the current GIS capabilities in the City. While working at Georgia Tech, Rice worked with their GIS Analyst on a project involving ArcGIS software. The team prepared instructional material that was to be taught to incoming analysts at Robins Air Force Base. Rice has over 40 credit hours of ESRI training completed including the following training courses.

- Basics of Python (for ArcGIS 10)
- Configuring and Administering an ArcGIS Online Organization
- Creating and Sharing GIS Content Using ArcGIS Online
- Editing in ArcGIS Desktop
- ArcGIS Desktop (for ArcGIS 10)
- Performing ArcGIS Online Administrator Tasks
- Using ArcMap in ArcGIS Desktop 10

Section V- References

City of Sandy Springs

7840 Roswell Road, Building 500
Sandy Springs, GA 30350

John McDonough

City Manager
770-206-1414-office
jmcdonough@sandyspringsga.gov



Contract Description: Fully Managed IT Services

Place of Performance: Headquarters in Sandy Springs, GA

Period of Performance: April 2011 to Present

InterDev is providing and is responsible for all elements of the City of Sandy Spring's information technology, GIS Services, communications infrastructure and support. We provide all levels of support from CIO through network engineering, network security, network administration and helpdesk.

InterDev is actively assisting the City of Sandy Springs to leverage advances in the areas of multimedia communications, data processing and storage management to improve the public safety and services provided to the citizens of Sandy Springs. In pursuit of this goal, InterDev is working with internal and outside resources to provide upgrades to the City's current environment.

A critical component of the Sandy Springs project is a comprehensive failover and backup solution. In the event of a disruption or disaster at one of the facilities, the other site can start up as a temporary server and data location, providing extremely rapid and secure continuity of all IT services and communications for the City.

In support of the future requirements for unified/shared communications and rich media, including HD video, voice and data integration, InterDev deployed new infrastructure, systems and security solutions for the City of Sandy Springs. These upgrades enable the City's technology to support such direct public safety benefits as ALPR (automated license plate recognition) in-car and on-officer video, traffic cameras and the ability to patch in school-camera feeds all in a highly secure yet manageable environment.

City of Brookhaven, GA

4362 Peachtree Road
Brookhaven, Georgia 30319



Susan Canon

Assistant City Manager
404-637-0500

Susan.Canon@brookhavenga.gov

Gary Yandura

Chief of Police
404-637-0590

Gary.Yandura@brookhavenga.gov

Contract Description: Fully Managed IT Services

Place of Performance: City of Brookhaven, GA

Period of Performance: Dec. 17, 2012 to Present

For this project, InterDev leveraged the knowledge and best-practices it had developed from working with the Cities of Dunwoody and Sandy Springs for practical application to create a ground up, comprehensive, functioning IT infrastructure for the new City of Brookhaven within two weeks. During that time, InterDev installed and deployed all the key technical services that allowed the City to start servicing residents on Day One.

As the City's ongoing IT partner/provider, InterDev is responsible for all elements of the City of Brookhaven's information technology, communications infrastructure and support, as well as complete GIS Mapping and Analysis Services. We provide all levels of support from CIO through network engineering, network security, network administration and helpdesk.

Most recently, InterDev started up the City's new Police Department. Within the span of a single day, we provisioned and programmed 50 police cars and equipped 50 officers, including final touches on their police cars, in-car video, etc. and sent them home that night.

We have also provisioned the Brookhaven Police Department with Computer Added Dispatch (CAD) integration with DeKalb County, GIS integration for crime statistics mapping, and SunGard's RMS record management system. The PD configuration was completed and successfully deployed in each patrol car. Training was provided for each officer prior to the Go Live date of July 31, just six months after the Brookhaven achieved Cityhood.

Village of Glenview, IL

2500 East Lake Avenue
Glenview, IL 60025



Amy Ahner

Director of Administrative Services
847-904-4331
ahner@glenview.il.us

Contract Description: Fully Managed IT Services

Place of Performance: Glenview Municipal Building, Glenview, IL

Period of Performance: January 2013 to Present

InterDev is responsible for providing the complete Information Systems environment and IT staffing for the Village of Glenview, communications, and technology infrastructure and support requirements. We provide all levels of support; from an advisory CIO position through security officer, network engineering, network administration and helpdesk positions.

InterDev is proactively assisting the Village of Glenview to evaluate and deploy leading edge technology to best support the goals of the City and the requirements of its residents. All departments, including Public Safety and administrative areas, benefit from these technology advances and leverage them to deliver the best possible service levels for their residents. In pursuit of this goal, InterDev is working with internal and outside resources to provide upgrades to the City's current environment.

Glenview is the leader of an IT consortium of five Villages in the Chicago suburbs called GovITC. InterDev was selected to provide fully managed IT services for all members of this consortium. We provide all IT services including resource and services sharing and planning for the consortium as a whole and each municipality individually.

State of Georgia, Office of Insurance and Safety Fire Commissioner

Suite 612 West Tower,
Martin Luther King, Jr. Drive,
Atlanta, GA 30334

Brett Brammer
Director of Computer Services and Information Technology
404-463-0953 (phone)
bbrammer@oci.ga.gov



Contract Description: Outsourced IT
Place of Performance: Atlanta, GA
Period of Performance: 1996 to Present

InterDev supplies ongoing Managed Security Services, system maintenance and upgrades to the State of Georgia, Office of Insurance and Safety Fire Commissioner (OCI). We have serviced this state government account of 250 users continuously since 1996. Initially, InterDev provided server installs and upgrades, as well as infrastructure design and support. Over time, the scope of our services grew to include our Managed Security Service.

InterDev now manages OCI’s network and internet gateway, server and desktop security, routers, firewall, systems backup processing and other critical systems. We manage, test and install all of the server hardware and OS upgrades for this State office. In addition, InterDev is on call for emergency situations. We have successfully managed several emergencies for the state over the 16 years that we have serviced this account, including extensive recoveries of critical data and systems running Microsoft Exchange, SQL and Active Directory. Fortunately, as hardware and software has improved, such systems failures are extremely rare.

InterDev has implemented a business continuity plan and systems infrastructure that allows for rapid systems and data recovery, and provides an offsite replica in our data center in Suwanee. Our backup and replica systems can completely run their critical servers in our data center in the event of a catastrophic failure at their main facility.

City of Lawrenceville

70 South Clayton Street
Lawrenceville, GA 30046

Kyle Parker

IT Director
770-963-2414 x6406 (phone)
Kyle.Parker@lawrencevillegaweb.org



Contract Description: Project and outsourced IT including network design and implementation; Backup and Disaster Recovery Plan design and implementation

Place of Performance: Lawrenceville Police Department, Lawrenceville, GA

Period of Performance: 2010 to Present

InterDev configured and deployed a major server and SAN upgrade for the City of Lawrenceville in partnership with Dell enabling the City to continue its growth and expansion plans and retire much of its aging infrastructure. We implemented a major upgrade to the Lawrenceville Police Department's server infrastructure, and migrated the police department from Windows Small Business Server to Windows Server Enterprise Edition in 2010. InterDev deployed a HA (high availability) Exchange 2010 Server environment that provides the police department the highest industry standards for protection against hardware failure and software corruption, while also providing greater uptime of the email system.

InterDev worked closely with both the City and Police IT Departments to standardize on a comprehensive backup solution. These solutions are disk-based, image backup appliances that enable the servers to be backed up every 15 minutes, 24 hours a day. This solution is also capable of running any of the servers that it backs up in a virtual mode, should there be a catastrophic hardware failure and a suitable replacement server is not available. This means that any server can be up and running within minutes of any failure, restoring the server from any of the points of time that the snapshots were taken. This appliance provides absolute business continuity in the event of even the most severe disasters.

Section VI – Required Forms

Dunwoody RFP 15-01 – Proposal Form

5 PROPOSAL FORM

PROPOSAL FORM CITY OF DUNWOODY, GA RFP 15-01 MUNICIPAL GOVERNMENT SERVICES PROCUREMENT

The undersigned, as Bidder, hereby declares that this Proposal is in all respects fair and submitted in good faith without collusion or fraud. Bidder represents and warrants to the City that: (i) except as may be disclosed in writing to the City with its Proposal, no officer, employee or agent of the City has any interest, either directly or indirectly, in the business of the Bidder, and that no such person shall have any such interest at any time during the term of the Contract should it be awarded the Contract; and (ii) no gift, gratuity, promise, favor or anything else of value has been given or will be given to any employee or official of the City in connection with the submission of this Proposal or the City's evaluation or consideration thereof.

The Bidder further represents that it has examined or investigated the site conditions if necessary, and informed itself fully in regard to all conditions pertaining to the place where the work is to be done; that it has examined the Contract Documents and has read all Addendum(s) furnished by the City prior to the opening of the Proposals, as acknowledged below, and that it has otherwise fully informed itself regarding the nature, extent, scope and details of the services to be furnished under the Contract.

The Bidder agrees, if this Proposal is accepted, to enter into the written Contract with the City in the form of Contract below (RFP 15-01 properly completed in accordance with said Proposal Documents), and the Contract Documents for RFP 15-01 Municipal Government Services Procurement, at the City of Dunwoody, and to furnish the prescribed evidence of a valid business license, insurance, and all other documents required by these Contract Documents. The Bidder further agrees to commence work and to perform the work specified herein within the time limits set forth in the Contract Documents, which time limits Bidder acknowledges are reasonable.

The undersigned further agrees that, in the case of failure or refusal on its part to execute the said contract, provide evidence of specified insurance, a copy of a valid business or occupational license and all other documents required by these Contract Documents within ten (10) business days after being provided with Notice of Intent to Award the contract (or such earlier time as may be stated elsewhere in these Proposal Documents), the Proposal award may be offered by the City to the next ranked Bidder, or the city may re-advertise for Proposals, and in either case the City shall have the right to recover from the Bidder the City's costs and damages including, without limitation, attorney's fees, to the same extent that the City could recover its costs and expenses from the Bidder under section 6.10 of the Instructions to Bidder if the Bidder withdrew or attempted to withdraw its Proposal.

The Bidder further agrees, if it fails to complete the scope of work according to the provisions within the scheduled time or any authorized extension thereof, that the City may deduct damages from the Contract price otherwise payable to the Bidder.

Acknowledgement is hereby made of the following Addendum(s) received since issuance of the Contract Documents (identified by number)

Addendum No.	Date	Addendum No.	Date	Addendum No.	Date
Addendum 1	3/12/15				

It shall be the responsibility of each Bidder to visit the City Purchasing Department’s website to determine if the City issued addendum(s) and, if so, to obtain such addendum(s). Failure to acknowledge an addendum above shall not relieve the Bidder from its obligation to comply with the provisions of the addendum(s) not acknowledged above.

Work, excluding transitional requirements, is to commence on or about January 1, 2016.

The City of Dunwoody requires pricing to remain firm for the duration of the term of the contract. Failure to hold firm pricing for the term of the contract will be sufficient cause for the City to declare bid non-responsive.

Company Name: InterDev LLC

Termination for Cause: The City may terminate this agreement for cause upon ten days prior written notice to the Consultant of the Consultant’s default in the performance of any term of this agreement. Such termination shall be without prejudice to any of the City’s rights or remedies by law.

Termination for Convenience: The City may terminate this agreement for its convenience at any time upon 30 days written notice to the Consultant. In the event of the City’s termination of this agreement for convenience, the Consultant will be paid for those services actually performed. Partially completed performance of the agreement will be compensated based upon a signed statement of completion to be submitted by the Consultant, which shall itemize each element of performance.

Termination for fund appropriation: The City may unilaterally terminate this Agreement due to a lack of funding at any time by written notice to the Consultant. In the event of the City’s termination of this Agreement for fund appropriation, the Consultant will be paid for those services actually performed. Partially completed performance of the Agreement will be compensated based upon a signed statement of completion to be submitted by the Service Provider, which shall itemize each element of performance.

The Contractor agrees to provide all work to complete the project described in this document for the amount listed in the Cost Proposal (submitted in a separate package).

Legal Business Name InterDev LLC

Federal Tax ID 58-2553449

Address 2650 Holcomb Bridge Road, Suite 120 Alpharetta, GA 30022

Does your company currently have a location within the City of Dunwoody?

Yes ___ No X ___

Will your company accept the City's procurement card for payments from the City of Dunwoody?

Yes X ___ No ___

Representative Signature *Gary E Nichols*

Printed Name Gary Nichols

Telephone Number 770-643-4400

Fax Number 678-672-1555

Email Address gnichols@interdev.com

Section VII – Appendices

InterDev Company Information



INTERDEV

Managed  Security

Our Unique Approach to IT Makes a Difference.

The increasing complexity of IT, constant pressure to improve ROI, and a mounting urgency to boost both productivity and security are making many firms rethink their IT strategies. Even companies with in-house resources are seeking external partners to fill talent gaps or perform essential tasks. Meanwhile firms are being inundated by the “me-too” Managed IT providers popping up almost daily with little planning and even less experience. At InterDev, we cut through the confusion, and can help your businesses focus on solutions to form a strong yet adaptable IT foundation.

How Do You Select a Qualified Managed Services Provider?

Experience. For more than three decades, InterDev has been accelerating our clients’ operating pace by delivering integrated, intelligent and trustworthy technology solutions for business. That longevity has given us a perspective rare in the IT industry today: a mature appreciation for the evolution of the technology combined with the intuition to stay one step ahead of the next innovation.

Brands You Know and Trust. Our certified engineers work closely with best-of-breed partners such as Microsoft, Barracuda, Sonic-WALL, Cisco and Dell to ensure that the products we recommend are tailored to the unique requirements of your organization now and have the flexibility to grow with you into the future.

Security Driven. It’s not enough to build your IT infrastructure then bolt on your security policies and procedures after the fact. Our security driven approach is built – and supported – from the ground up to ensure complete integration between your infrastructure and its security framework. By reducing vulnerabilities and points of intrusion, we can help limit future risk of data loss or system penetration.

Trusted by Public and Private Sector. Our clients range from large enterprises to start-up businesses; from non-profits to secondary schools and leading educational institutions. We also serve the IT needs of a substantial number of state and local government organizations. If you work or live in one of these communities, you may already be receiving services from InterDev.

OUR SERVICES

IT INFRASTRUCTURE

- Design & Implementation Services
- Server, Workstation & SAN Storage Sales
- Technology Consulting
- IT Auditing

MANAGED SERVICES

- Outsourced IT Services
- Server & Workstation Support
- Network Monitoring
- Patch Management
- Disaster Recovery Planning
- Geographic Information Systems (GIS)

PROACTIVE SECURITY® SERVICES

- Vulnerability Assessment
- Intrusion Prevention & Detection Systems (IPS/IDS)
- Data Loss Prevention (DLP)
- Security Information & Event Management (SIEM)
- Unified Threat Management (UTM)
- Risk-Based Security Auditing
- Security Policy & Procedure Development
- Investigative IT Forensics



ProActive Security™

Put InterDev to Work for You

Whether we are upgrading your network for high performance and security, designing your voice/data network, performing an IT audit, or creating a seamlessly integrated technology environment, our proven methods and professional approaches minimize downtime, reduce costs and ensure total client satisfaction.

We begin each engagement with a systematic exploration of your IT environment, providing insight into such important questions as:

- Do your IT solutions create a bridge for connectivity and collaboration?
- Does your infrastructure facilitate information access and integration, or create isolated silos that hinder teamwork?
- Does technology keep your business operating smoothly or form an obstacle that must be overcome every day, week or month?
- Can your IT infrastructure provide an adequate platform to support future growth?
- Has security gained visibility as a crucial business strategy or has it been relegated to someone else's problem?

Armed with the answers, we recommend practical, cost-effective improvements that will make IT work with you and for you. We help eliminate weaknesses and vulnerabilities to create a secure, reliable framework within which your employees—and your business—can operate at peak levels, anytime, anywhere.

Even as we focus on unleashing the potential of technology to drive your business, we don't lose sight of giving you maximum return on your investment.

OUR SERVICES

DATA CENTER SOLUTIONS

- Application Hosting
- Backup & Offsite Data Storage
- Colocation
- Cloud Computing
- High-Availability Solutions
- Data Center Relocation Services

BUSINESS SOLUTIONS

- Application Development
- SharePoint Customizations

COMMUNICATIONS INTEGRATION

- Voice/Data/Alarm Cabling
- Voice & Data Services
- VoIP Phone Systems

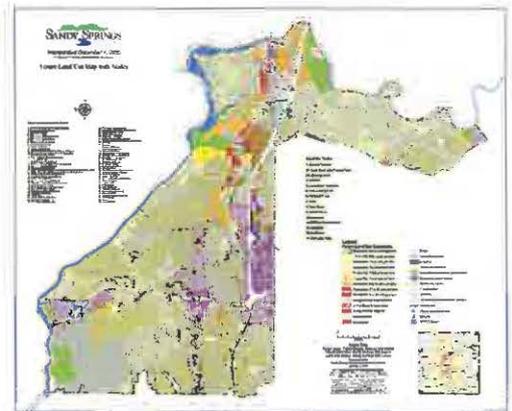
For more information about InterDev's full line of products and services, call 770.643.4400 or visit www.interdev.com.





Geographic Information Services (GIS): Structuring Your City's Spatial World

As cities struggle to increase operating efficiency and lower expenses—often with a reduced tax base—they realize that effective data management is part of the solution. Yet, the more information a city accumulates, the harder it becomes to manage and interpret. With 70% of all information possessing the common denominator of geography, it makes economic and administrative sense to deploy and leverage advanced GIS solutions as soon as possible. With GIS, cities can centralize and manage key spatial databases such as addresses, street names, land ownership, and zoning. This data supports critical functions and programs for departments such as Community Development, Code Enforcement, Public Works and Public Safety.



Studies show that GIS efforts can pay for themselves, over time, through more effective use of resources, lower labor costs, reduced wear and tear on equipment and more. InterDev, a leader in managing and supporting information technologies for both the public and private sectors, is helping cities of all sizes develop and implement robust, properly governed GIS mapping and analysis systems. As an application developer and implementation specialist, we are also helping these entities make GIS data available to citizens via both Web portals and mobile devices.

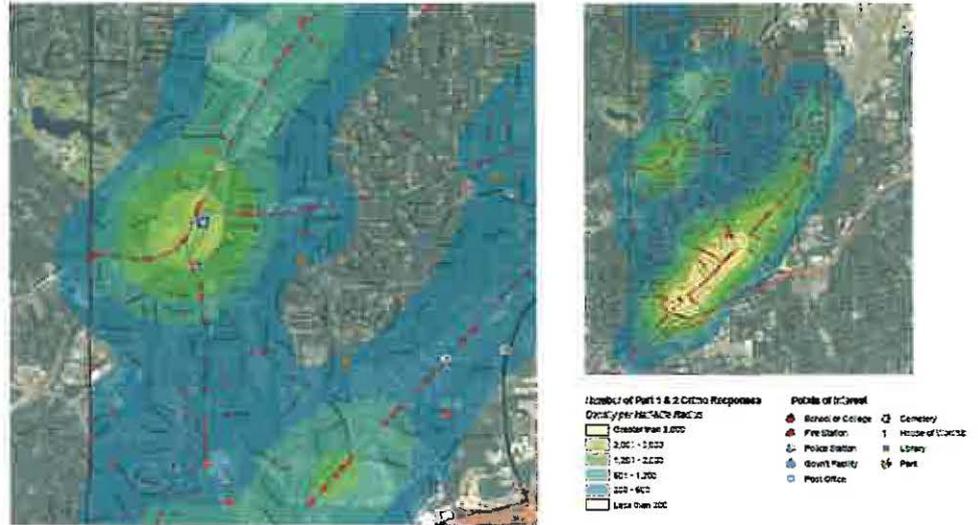
InterDev GIS Services

- ArcGIS for Local Government
- Needs Assessment & Planning
- Data Conversion & Migration
- Custom Application Development
- Implementation & Systems Integration
- Staff Augmentation & Training
- Turn-Key GIS Management
- Business Continuity & Disaster Recovery

Your Potential, Our Expertise

Projects we execute and manage for our municipal clients include but are not limited to:

- Developing GIS platforms to provide accurate, on-demand information for city departments and the public and to enable cross-department coordination between the public works and community development departments.
- Developing GIS platforms with a java-based viewer that affords public access to parcel, flood map, zoning and other data.
- Integrating GIS with public-safety records systems for crime statistics mapping.
- Integrating GIS systems with mobile GIS applications for mobile devices.



Linking Citizens to the Data They Crave

InterDev has specialized proficiency in ESRI and its ArcGIS products, including ArcGIS Desktop, ArcGIS Server and ArcGIS for Local Government. Our expertise provides the high-level competency cities need to build upon ESRI's harmonized information model of GIS datasets, web services and maps to bring government operations to life for staff and citizens.

As citizens become familiar with the power of geographically driven websites such as GoogleMaps.com and SpotCrime.com, they increasingly expect their governments to effectively leverage and disseminate geospatial information. They want their cities to be able to identify and map municipal attractions, increase public safety, track and resolve infrastructure problems, and more. Furthermore, a dramatic increase in civic engagement is propelling the public to expect—and even demand—access to zoning, flood maps and other parcel data that can be integrated with and presented through GIS systems.

Properly governed and implemented, GIS does more than make citizens happy. It gives even the smallest municipalities cutting-edge decision-making authority and enables departmental integration that powers dramatic operating improvements. Most importantly for America's future, it fosters healthier, safer and more prosperous communities.



Whether you have aging silos of GIS information that you're not currently putting to full use, or you are just embarking on your journey with GIS, InterDev can help you. With our GIS specialists assisting in your efforts, you can begin reaping the benefits of advanced GIS almost immediately. To learn more about how we can help you map a better future with GIS, call **770.643.4400** or visit **www.interdev.com**.

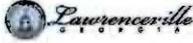
Public-Private Partnerships for a New Era of Municipal Mandates

IT and Network Infrastructure
 ProActive Security®
 Public Safety
 IT Support/Help Desk
 Backup & Disaster Recovery
 VoIP/Telephony
 Geographic Information Systems (GIS)

Growing municipalities with shrinking budgets are learning to think and act creatively to protect, provide for and inform their citizens. One mechanism that is revolutionizing service delivery for many government entities is the **public-private partnership (PPP)**. As an award-winning provider of IT services and solutions, *InterDev has become a trusted PPP provider* for more than 30 city, county, and state entities to help them cost effectively meet or exceed their IT management, maintenance, and support attainment goals.

From making government updates and services available to residents online to managing public safety communications and ensuring continuity during man-made or natural disasters, InterDev helps its municipal clients achieve a robust, well-implemented, managed and monitored IT infrastructure with enhanced municipal service delivery. We have demonstrated experience helping public entities transition through the phases of startup to high growth city as well as supporting the more sophisticated requirements of established cities, counties and statewide organizations.



City of Lawrenceville and 
 Lawrenceville Police Department
 Complete Network Redesign and
 Implementation: Design and Implementation of
 Backup and Disaster Recovery Plan

InterDev implemented a major upgrade to the Lawrenceville Police Department's server infrastructure, migrating the police department from Windows Small Business Server to Windows Server Enterprise Edition. InterDev configured and deployed a major server and SAN upgrade for the City in partnership with Dell enabling the City to continue its growth and expansion plans and retire much of its aging infrastructure.

We deployed a HA (high availability) Exchange 2010 Server environment that provides Lawrenceville Public Safety with the highest industry standards for protection against hardware failure and software corruption, while also providing greater uptime of the email system.

A disk-based, image backup solution captures server backups every 15 minutes, 24 hours a day. Should there be a catastrophic hardware failure and a suitable replacement server is not available, any server can be up and running within minutes of failure, restoring the server from any of the points of time that the snapshots were taken.

State of Georgia, Office of 
 Insurance and Safety Fire Commissioner
 IT Monitoring, Maintenance and Security Services

InterDev supplies ongoing IT Security Services, system maintenance and upgrades to the State of Georgia, Office of Insurance and Safety Fire Commissioner (OCI). We have serviced this state government account of 250 users continuously since 1996.

Initially, InterDev provided server installs and upgrades. Over time, the scope of our services grew to include our Managed Security Service.

InterDev manages OCI's network and internet gateway, server and desktop security, routers, firewall, systems backup processing and other critical systems.

InterDev has implemented a business continuity plan and systems infrastructure that allows for rapid systems and data recovery and provides an offsite replica in our data center in Suwanee. Our backup and replica systems can completely run their critical servers in our data center in the event of a catastrophic failure at their main facility.

City of Johns Creek 
 IT Security and VoIP Telephony Solution
 2010 to Present

InterDev consulted and supplied Barracuda Security Appliances—Spam & Virus Firewall, Web Filter, Backup Server and Message Archiver as well as the CudaTel VoIP Communications Server deployed with redundancy between City Hall and multiple Fire Stations. InterDev's onsite technical support staff was available for the installation, integration and training of all security appliances, as well as the CudaTel VoIP Communications Servers.



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