



CITY COUNCIL AGENDA ITEM

TO: Mayor & City Council

DATE: May 27, 2014

FROM: John McDonough, City Manager

AGENDA ITEM: Consideration of Issuance of Task Order to InterDev for Information Services

MEETING DATE: For Submission onto the June 3, 2014, City Council Regular Meeting Agenda

BACKGROUND INFORMATION: (Attach additional pages if necessary)

See attached:

Memorandum
Task Order

APPROVAL BY CITY MANAGER: JAM APPROVED

PLACED ON AGENDA FOR: 6/3/2014

CITY ATTORNEY APPROVAL REQUIRED: () YES () NO

CITY ATTORNEY APPROVAL: [Signature]

REMARKS:



TO: Mayor and City Council

FROM: John McDonough, City Manager

DATE: May 28, 2014 for submission on the Consent Agenda of the June 3, 2014
City Council Meeting

ITEM: Consideration of Issuance of Task Order to InterDev for Information Services

Background

City Council approved the issuance of a Contract and Year One Task Order to InterDev for Information Services at the May 17, 2011 City Council meeting. The Year Two Task Order was approved for FY2013 in the amount of \$1,176,537.49 on June 5, 2012. The Year Three Task Order was approved for FY2014 in the amount of \$1,315,828.80.

Discussion

During FY2014, InterDev has performed the services required under the contract and associated Task Order. For the proposed services during FY2015, which begins on July 1, 2014, InterDev reduced their escalator to 3.50%, for a not to exceed Task Order price of \$1,361,882.81.

Recommendation

Staff recommends the issuance of a Task Order to InterDev in the amount of \$1,361,882.81.

Attachment

Task Order for Information Services for InterDev.

**City of Sandy Springs
Information Services
Task Order**

Title:	Information Services	Task Order Number:	IS-FY14-01
Applicable CLIN:	0001, 0002, 0003	Issue Date:	June ____, 2014
Period of Performance:		July 1, 2014 – June 30, 2015	
Issued To:		InterDev	
Requirements (SOW Reference):		WBS 4.0 – WBS 4.2 ¹	
Workload			
Item and Quantity			
Information Technology (IT) Infrastructure and Support (WBS 4.1)			
Support for over 400 City and contract personnel			
Approximately 11 physical sites			
Approximately 76 servers; 100% of servers meet current security standards; 100% of server security activities completed as scheduled			
21 leased multifunction high volume printers, 3 plotter printers, 40 desktop laserjet printers, and 8 multi-function fax/copiers			
Approximately 502 computers total, 156 desktop computers, 141 laptop computers, and 115 Toughbook laptop computers			
Approximately 569 e-mail users/accounts, all operating on Microsoft Exchange 2003 (effort underway to migrate to Exchange 2010). E-mail system available at least 99.99% of the time from the end users' perspective.			
VoIP network system currently in use, with CISCO digital VOIP desksets, and approximately 300 extensions. Voice network available at least 99.99% of the time from the end users' perspective.			
Approximately 214 wireless phones and 179 data cards. Phones are a combination of Droid, Blackberry and non-smart phones. City is transitioning from Blackberry to Android-based devices. Verizon is the current provider of City wireless services for voice and data.			
Approximately 280 IT service/help desk tickets opened per month. Less than 2 outstanding help desk tickets per month. Help desk hours are Monday-Friday, 8:00 AM to 5:00 PM. 50% of incidents resolved at time of initial contact; 75% of incidents resolved within 4 operational hours; 95% of incidents resolved within 24 operational hours. Client satisfaction rating of "good" or better at least 90% of the time on a monthly basis.			
eGovernment services available to the public at least 99.99% of the time. Existing eGovernment services are: ActiveNet for recreational program registration; Trumba for online City and community calendars; Courtware TicketFastPay for Municipal Court payment processing; Sungard/OSSI for police reports; Crime Reports for real-time crime mapping; CitySource for mobile/PDA-based citizen problem reporting to non-emergency call center; CodeRed for severe weather warnings; Swift911 for reverse 911 alerts; Nixle for police alerts; Smart911 for citizen-maintained profiles for availability to 911 operators/emergency responders; Protronix Video Control for web-based display of traffic cameras			
Critical systems, as defined by department heads, are available (not including scheduled downtime) at least 99.99% of the time from the end users' perspective.			

¹ WBS references are to the Information Services Statement of Work (SOW) attached to this Task Order

Workload		
Item and Quantity		
Updates to City website as needed. Majority of the updates to the website are content-only changes. The website was completely redesigned within the past 12 months. As the City offers more services online, the need for website updates will increase. The website is available to City staff and the public 100% of the time.		
IT projects are completed on time at least 90% of the time		
Geographic Information System (GIS) Services (WBS 4.2)		
Complete service requests on a timely basis; service requests are completed on schedule at least 90% of the time		
Maintain GIS databases; at least 95% of the databases are maintained monthly		
Provide updates to centerline database; updates are made to centerline database within 24 operational hours from the time of notification at least 95% of the time		
Provide public access to GIS files; public access to GIS files through City website is available at least 99.99% of the time from the end users' perspective.		
Deliverables		
In addition to the specific data item descriptions below, for all WBS elements under Information Services, the Contractor shall be required to produce documents including, but not limited to, reports, correspondence in all forms (written, e-mail, etc.), plans and updates, as required in the ordinary course of business or as directed by the City Manager.		
Data Item Description	Data Item Number	Submission Frequency
Information Technology (IT) Infrastructure and Support (WBS 4.1)		
Performance Metrics Report	DI-COSS-IS-001	Monthly
Response and Corrective Actions Report	DI-COSS-IS-002	Weekly
Geographic Information System (GIS) Services (WBS 4.2)		
Performance Metrics Report	DI-COSS-IS-001	Weekly
Response and Corrective Actions Report	DI-COSS-IS-002	Weekly
Security Analysis Report	DI-COSS-IS-003	Daily
Performance Metrics		
Infrastructure Incidents Infrastructure Availability Infrastructure Utilization & Performance Application Problems Application Availability Application Utilization & Performance Total Staff Staff Utilization Enhancements or Projects Problem Fixes Enhancements Projects Change Quality Operations Application Support Projects		

Customer Satisfaction Business Alignment Continuous Improvement			
Special Considerations			
Key personnel:	<i>Johnny Johnson, Jonathan Crowe, Jesse Cail</i>		
City-Furnished Property:	All office supplies, furniture, fixtures, equipment, motor vehicles and computer hardware and software will be provided by the City.		
Travel:	A cost reimbursable item, as approved by the City pursuant to CLIN 0002 of the Information Services Base Contract.		
Training:	A cost reimbursable item, as approved by the City pursuant to CLIN 0003 of the Information Services Base Contract. For purposes of this Task Order, the Contractor shall include in its cost calculations the amount of \$30,369.29 for training.		
Other:	Other cost reimbursable items, as approved by the City pursuant to CLIN 0003 of the Information Services Base Contract.		
Level of Effort and Fixed Price <i>(completed by Offeror)</i>			
Contract Labor Categories	FTE	FBR²	Labor Category Price
Database Administrator	0.25	\$83.67	\$43,508.09
GIS Analyst I	0.00	\$46.48	\$0.00
GIS Analyst II	2.00	\$61.30	\$251,360.93
Help Desk Support Technician	2.00	\$42.43	\$173,989.30
Information Technology Manager	1.00	\$75.44	\$154,678.68
Network Administrator I	1.00	\$47.16	\$96,682.25
Network Administrator II	2.00	\$51.87	\$212,696.64
Network Administrator III	1.00	\$59.40	\$121,783.90
Network Administrator IV	0.00	\$66.01	\$0.00
Project Engineer	1.00	\$70.74	\$145,034.14
Systems Analyst I	0.00	\$61.30	\$0.00
Systems Analyst II	0.00	\$75.44	\$0.00
Systems Analyst III	0.50	\$99.03	\$101,515.28
Web Designer	0.50	\$59.15	\$60,633.61
		Premium for overtime and shift differential	\$ 0.00
Total FTE:	11.25	Total Fixed Price:	\$1,361,882.81
Issued To:	InterDev, LLC		
City of Sandy Springs Approval:			
Date:			
Attest:			

² See Section B.5 of the Base Contract for not to exceed fully burdened labor rates.