



CITY COMMISSION STAFF REPORT

DEPARTMENT: IT/Finance

DATE: March 12, 2024

SUBJECT: Motion to Award a three-year Co-Managed Information Technology Services contract to VC3, Inc. **IT/Finance**

CITY MANAGER RECOMMENDATION:

The City Manager recommends the approval of a three (3) year agreement between Cooper City, Florida, and VC3, Inc. for providing Co-Managed Information Technology (IT) Services. The contract may be renewed for up to one (1) additional, two (2) year term.

BACKGROUND OF ITEM:

City purchasing staff conducted a competitive Request for Qualifications (RFQ) process to determine the best, most qualified contractor to provide these crucial services. The RFQ was released on October 31, 2023, and a pre-bid meeting was held on November 8, 2023, garnered considerable attention, with the active participation of 28 individuals. This strong turnout underscores the significance of the IT Services required for public agencies. Responses were due on December 5, 2023. The City received a total of ten (10) responses.

City staff conducted the first evaluation committee meeting on January 10, 2024, and short-listed the ten responses to three (3). A second evaluation committee meeting was held on January 17, 2024, and VC3 was ranked first as the first organized, most qualified firm with whom to enter negotiations.

An initial negotiation session between VC3 and the City was held on February 2, 2024, to detail the scope of work and City expectations. A second negotiation session was held on February 15, 2024, to finalize the scope and pricing proposal.

ANALYSIS:

The approval of this contract will provide the City with much-needed IT support services. City staff issued a competitive solicitation to procure the services of an Information Technology firm to provide Co-Managed support services to the City's Information Technology Division.

This contract will provide the City with an outsourced Information Technology (IT) Managed Services Solution. A contractor will work cooperatively in a hybrid capacity with Cooper City IT staff to manage, implement, troubleshoot, monitor, and develop all IT-related projects and

infrastructure. The contractor will assume responsibility for all aspects of the City's IT Infrastructure alongside its on-site staff and be an additional point of contact for all staff and external vendors regarding IT-related issues. The contractor would provide remote support to all users and devices while being able to send on-site support in the event of an emergency or IT coverage. The contractor will also be an additional layer of support for the City's IT staff for all IT-related concerns. The contractor is responsible for maintaining, upgrading, and monitoring the City's network infrastructure, i.e., bandwidth, switches, servers, firewalls, and all endpoint devices.

This contract assumes heightened significance as it addresses the critical need for robust IT support services in ensuring the safety and resilience of the City's digital infrastructure. The competitive solicitation process initiated by City staff aimed at procuring specialized Co-Managed support services reflects a proactive approach to fortifying our digital defenses. The proposed contract's approval will lead to a tangible improvement in our cybersecurity posture, safeguarding the City against potential disruptions and ensuring the integrity of our digital operations.

The recommendation to approve the agreement with VC3 goes beyond meeting the City's immediate IT needs. It is a proactive step in enhancing the safety of our digital infrastructure, aligning with our strategic priorities, and fortifying our defenses against the ever-evolving landscape of cyber threats. This contract is an investment in the resilience and security of Cooper City's digital future.

In the contemporary era, acknowledging the coexistence of a physical and a digital realm underscores the imperative of ensuring safety in both domains for a harmonious and secure existence.

STRATEGIC PLAN:

This initiative aligns seamlessly with Strategic Plan Priorities #1 and #2 - Investing in technological improvements and capabilities for both efficiency and safety. This contract represents a strategic step toward achieving these priorities, ensuring that our digital infrastructure is not only efficient but also fortified against evolving cybersecurity challenges.

FISCAL IMPACT:

Between the \$130,000 budgeted for Salary & Benefits for an Information Systems Manager which we are not going to fill as we transition to this Hybrid Model with VC3 and the \$60,000 we have budgeted in Professional Services, we have ample funding to fund this year's investment, which should total 6 months (April-September) at \$15,707.30 per month, plus a one-time onboarding cost of \$15,707.30 for a grand total investment this year of \$109,951.10. Later this year we will need to do a budget transfer notification as we move some of the funding from the salary line to professional services. In addition, next fiscal year we will budget the entire cost in the Professional Services line item as part of the budget process.

| <u>General Ledger Acct. Number</u> | <u>Budgeted Amount</u> | <u>Requested Amount</u> | <u>Remaining Amount</u> |
|------------------------------------|------------------------|-------------------------|-------------------------|
| 001-130-512100-513 (Salary) | \$130,000 | \$49,951.10 | \$80,048.90 |
| 001-130-521100-513 (Prof Svcs) | \$138,509 | \$60,000 | \$78,509 |

ALTERNATIVES: N/A

ATTACHMENTS:

1. Agreement between City and VC3
2. City's Standard Terms and Conditions
3. VC3 Order sheet-scope and pricing
4. RFQ 2023-1-IT, IT managed Services
5. VC3 Submittal
6. Evaluation Committee Scoring Sheets
7. Vendor Compliance

| Workflow History  | | | |
|--|--------------------------|---------------------------------|----------------------|
| User | Task | Action | Date/Time |
| Allen, Tedra | NEW ITEM: Not Yet Routed | Route to Purchasing | 02/26/24 02:14 PM |
| Dodgen, Brandon | Assigned to Purchasing | COMPLETE: Forward to City Clerk | 02/29/24 02:06 PM |
| Allen, Tedra | Assigned to City Clerk | Route to Budget | 02/29/24 02:44 PM |
| Nadeau, Mike | Assigned to Budget | COMPLETE: Forward to City Clerk | 02/29/24 03:02 PM |
| <i>The fiscal impact section of this staff report is correct.</i> | | | |
| Allen, Tedra | Assigned to City Clerk | Route to Attorney | 02/29/24 03:04 PM |
| Horowitz, Jacob | Assigned to Attorney | COMPLETE: Forward to City Ma... | 02/29/24 05:10 PM |
| Eggleston, Ryan | Assigned to City Manager | COMPLETE: Forward to City Clerk | 02/29/24 05:12 PM |
| Allen, Tedra | Assigned to City Clerk | APPROVE ITEM: End Workflow | 03/01/24 04:09 PM |
| Allen, Tedra | END WORKFLOW - APPROVED | | 03/01/24 04:50 PM |