



City of Eustis

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TO: EUSTIS CITY COMMISSION

FROM: TOM CARRINO, CITY MANAGER

DATE: OCTOBER 5, 2023

RE: RESOLUTION NUMBER 23-91 APPROVAL OF PURCHASE IN EXCESS OF \$50,000 FOR ANNUAL PAYMENT TO VERTEKS CONSULTING, INC AS WELL AS THE ONE YEAR EXTENSION OF THE CONTRACT

Introduction:

Resolution Number 23-91 approves a purchase in excess of \$50,000 for the contractual annual payment to Verteks Consulting, Inc., for information technology consulting services.

Recommended Action:

Staff recommends approval of the resolution.

Background:

The approved FY 2023-24 Budget includes information technology, equipment and consulting services in excess of \$50,000. The City currently has a contract in place with Verteks to provide consulting services for computer and network support to include Help Desk Support, scheduling, dispatch, phone and remote-control tech support, server support and maintenance, virus definition management and monitoring, daily backup monitoring, drive space monitoring, along with various purchases of equipment and software on a State Contract, etc. These services are critical to ensure continuation of daily City operations and services. The current contract has an attached extension agreement to be signed by the City manager if approved to the end of September 2023.

The prior bid process included a response from Verteks and Morse Communications. Verteks was selected based on staffing levels and more comprehensive services offering better coverage in various IT solutions which may arise in an ever-changing IT world. The cost for services is split 50-50 between the General Fund and Water and Sewer Fund. The City intends to do another RFP during the coming year to insure the highest quality at the most reasonable price for the above services.

Three contracts are in effect for Verteks as well as purchase of software and hardware as needed:

- Help Desk Support which includes unlimited monitoring services for \$30,000 per year flat fee.
- Managed Network services are based on 30 hours a month. The cost of this service is \$25,600. Any hours not used are rolled to the next month.

- The Mitel Phones have a service agreement of \$9,618 annually.
- Other miscellaneous service agreements through Verteks include Spam monitoring and anti-virus/malware (\$30,274) and hardware cost estimated at (\$8,400).
- Total estimated cost \$103,892.

Alternatives:

- 1) Approve Resolution 23-91 and authorize the annual payment to Verteks.
- 2) Reject Resolution 23-91 and reject the annual payment to Verteks.

Discussion of Alternatives:

- 1) Alternative 1 approves the payment.

Advantages:

- The City can continue mission critical daily operations without interruption.
- The City will continue to benefit from critical IT support.
- The City will abide by the contract currently in place.

Disadvantages:

- None

- 2) Alternative 2 rejects the annual payment.

Advantages:

- None

Disadvantages:

- The City may lose computer, network, and server capacity and efficiency.
- Information may be lost or corrupted due to virus intrusion.
- Help Desk would be extremely limited for employee computer trouble-shooting.
- The City could lose vast amounts of data and information in the event of back-up failure.
- The City may become more vulnerable to hostile intrusion into its information systems.
- State of Florida and our Insurance Coverage is contingent on the purchase of software and malware to help prevent these events.

Budget Impact:

The approved FY23-24 General Fund and Water and Sewer Fund budgets include the contractual support fees necessary for the annual Verteks payment.

Prepared by:

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Reviewed by:

Nelly Harnisch, Deputy Finance Director