



City of Eustis

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TO: EUSTIS CITY COMMISSION

FROM: TOM CARRINO, CITY MANAGER

DATE: OCTOBER 3, 2024

RE: RESOLUTION NUMBER 24-85: 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 24-85 approves a purchase of more than \$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 2024-25 Budget includes information technology, equipment and consulting services of more than \$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. Verteks has provided quality service to the City for many years. When bids have been let, they always have the personnel to provide services needed by the City. They expand our abilities to provide the best service to the City.

For the last bid, we received two quotes, from Verteks and Morse Communications. Verteks staffing was 12 while Morse had only 2 people on staff. Verteks staffing provides for better coverage in various IT solutions which may arise in an ever-changing IT world. The cost is split 75-25 between the General Fund and Water and Sewer Fund.

Recently the IT Manager resigned. Verteks has provided four contracts to help us until the vacancy is filled. One is an annual contract and the other three are month to month until we have an opportunity to rehire the IT Manager position as well as adding the new position of Network Administrator. The contracts in place are as follows:

- Help Desk Support (Annual Contract) which includes unlimited services monitoring for \$30,000 per year flat fee.
- Interim IT Services both remote and onsite with a month-to-month cost. Any unused

hours will be rolled to the next month. Length of time depends on the hiring of the IT Manager/Director. Monthly fee of \$8,000 per month, or maximum annual fee of \$96,000. The length of time depends on the hiring process.

- Chief Information Officer (CIO) Services for the network administrator to monitor all IT assessments conducted maintaining and upgrading the Eustis network. This agreement has a monthly fee of \$6,000 per month with a maximum annual fee of \$72,000. The length of time depends on the hiring process.
- Interim IT Help Desk Support while the City is short staffed. This month-to-month agreement will go into effect after the monthly hours in the Annual Agreement are used. These monthly charges will be removed when the department becomes fully staffed. This agreement has a monthly fee of \$6,000 per month with a maximum annual fee of \$72,000. The length of time depends on the hiring process.
- Total potential annual cost of \$270,000. Should funds for contractual services be depleted, funds for salaries will be transferred to cover the costs.

The actual amount will be determined based on the amount of time it takes to hire an IT Manager/Director and Network Administrator.

Budget Impact:

The approved FY24-25 General Fund and Water and Sewer Fund budgets include the contractual support fees necessary for the annual Verteks payment.

Attachments:

Resolution 24-85

Exhibit 1 Annual Contract Help Desk Support

Exhibit 2 Interim Additional IT Services

Exhibit 3 Outsourced Chief Information Officer (CIO) Services

Exhibit 4 Interim IT Services

Prepared by:

Lori Carr, Finance Director

Reviewed by:

Mike Sheppard, Finance Department