



MEMORANDUM

TO: Mayor and Board of Commissioners
FROM: Robin I. Gomez, City Manager
DATE: Mar 13, 2023
RE: **Approve Agreement with Network People for Security Focused Information Technology Support and Consulting Services**

Background

Since at least 2014, the City of Madeira Beach has been outsourcing its Information Technology services and operations. The current agreement with Network People, Inc., was adopted for a ten (10) year period. On Nov 8, 2023, the City presented to the Commission the results of a the June RFQ recommending to negotiate an agreement with Network People the most responsive submittal.

Review/Discuss

Due to the ten (10) year period reaching its expiration date, the City issued a RFQ (copy enclosed with this agenda item) which was issued on Friday, June 9, 2023. Responses were due on Friday, June 30, 2023. The City advertised the RFQ on its City website, and via the online Demandstar site. We received five (5) responses:

1. Advizex Technologies LLC
2. Cendien
3. Interdev
4. Network People Inc
5. United Data Technologies

Three (3) City staff, Tom Roeder, Broadcast/IT Coordinator, Marci Forbes, Community Development Engineer, and myself, reviewed the five (5) responses against the below criteria:

- Qualifications, staffing, reputation
- Understanding of the scope of services/work
- Demonstrated ability to meet requirements
- Experience and expertise, municipal clients
- Client/end user satisfaction
- Quality assurance control programs and policies
- Applicable contract references that reflect and demonstrate the firm's past performance on other local government engagements
- Respondent demonstrates understanding of the City of Madeira Beach business operations
- Location of firm and response time

Staff scored Network People highest followed by InterDev and has completed negotiating a five (5) year agreement (enclosed) with Network People to include:

- a. Unlimited IT management and help desk support for all IT-related activities for 85 users
- b. Managed security and monitoring – firewall gateway security
- c. Cyber security training
- d. Server Room Management
- e. Device Tools & support
- f. MS 365 and related license
- g. All Cloud support

Fiscal Impact

Monthly cost for listed services at \$16,194.80 (annual: \$194,337.60)

FY 24 budget for the contracted services is \$200,000.00, same as in FY 23.

Recommendation

Approve 5 year (60 months) agreement with recommended firm, Network People Inc, as submitted.