

South Bay Cities Council of Governments

December 14, 2015

TO: SBCCOG Steering Committee

FROM: Jacki Bacharach, SBCCOG Executive Director
Kim Fuentes, SBCCOG Deputy Executive Director

SUBJECT: Information Technology (IT) Contracts

Adherence to Strategic Plan:

Goal D: Organizational Stability. Be a high performing organization with a clear path to long-term financial health, staffing continuity, and sustained board commitment.

SUMMARY OF REQUEST

Approval to upgrade and enhance the operations of the information technology (IT) services. Upgrades and improvements to the IT services include: enhancement of IT operations support; reconfiguring the storage and office systems for accessing and sharing SBCCOG information; enhancing the broadband capabilities of the organization; and improvements to the SBCCOG web sites.

BACKGROUND

Currently, an ad hoc IT system is used by the SBCCOG staff which consists of a network server to support independent workstations all operating with different software and versions of software. The system was built piecemeal and as a result, it does not allow for easy sharing of work; continually has communication errors; is slow; and often unreliable. Services to support the office system include an IT consultant and a broadband provider for access to the internet and support the telephone and videoconferencing. Additional support services include hosting of the SBCCOG's web sites and subscriptions to cloud data storage for sharing of documents when working with consultant teams and supporting large file sharing among cities such as GIS Working Group files. The total annual cost to maintain this system is \$43,955.00.

As the SBCCOG has grown in terms of personnel, programs, and work products, it is clear that the current system and support are not adequate. In an effort to improve efficiency, the SBCCOG staff met with local IT companies and consultants to review the current system and provide recommendations to increase productivity and identify associated costs. Part of the evaluation included forward thinking on how advancements in technology and work operations may change over the next five years. Three outside IT management companies along with the current SBCCOG's IT consultant evaluated the systems. The overall goal of this assessment was to create a plan that would allow for the continued growth of the organization while upgrading and installing a "business grade" IT work environment to increase productivity; enhance security; accommodate shared and remote work functions; provide safe and sufficient data storage; and support the SBCCOG web sites. Additionally, the assessment process and recommendations were reviewed by technical experts in the field including Gardena Councilman Mark Henderson, CEO of Henderson Technology and Management Group and IT personnel from Maritz (in our building).

IT Upgrades and Improvements

All four firms recommended improvements to the overall system including: bandwidth, server, security and shared work processes. The recommendations were compared by SBCCOG staff and are listed on the attached spread sheets.

Based on the firms assessments and associated costs, the SBCCOG staff is recommending the following:

- 1) **Contract with Computer Solutions Group (CSG) for IT Management and Customer Support:** SBCCOG staff recommends that Computer Solutions Group, a full-service IT management firm, be hired to provide the office systems support. CSG would replace the current SBCCOG IT consultant who services, as needed, a stand-alone network server. New equipment and software will be installed to move the IT system to cloud-based using Office 365. Benefits to this strategy will include versatility to work and share information across workstations on and off site. Issues concerning storage and security will be mitigated and/or enhanced. Additional benefits include providing interface to other IT service providers and maintenance of office equipment as well as scheduled training and planning in support of the SBCCOG systems.
- 2) **Consolidate and Enhance Data and Telephone Service with TelePacific:** The SBCCOG system is also approaching the limits of having sufficient bandwidth to run internet and phone systems for the office. Currently, data and telephone services are provided by two different vendors – 8 x 8 and TelePacific. SBCCOG staff recommends that these functions be consolidated to TelePacific allowing for upgrades to the bandwidth as well as new phone equipment for the organization.
- 3) **Change the Email Service and Data Storage to Microsoft Office 365:** Currently, email and data storage is provided through a third party vendor Media Temple. SBCCOG staff recommends that email service be provided through Office 365; a product that is fully support by CSG (the recommended IT vendor).
- 4) **Consolidate Web Site Hosting and Development to Civic Resource Group (CRG):** Currently, the SBCCOG web site and Environmental Services microsite are hosted by a third party vendor Media Temple and consulting services for developing the web site design are provided by CRG. SBCCOG staff recommends consolidating the two services to a fully-managed service. CRG combined service will help ensure security, provide timely site updates, and enhance functionality.

CSG is being recommended because they provided an integrated fully managed service solution that can provide the elements necessary to upgrade and enhance the IT operations and allow for the continued growth of the organization. The other firms' recommendations were not as cost effective nor comprehensive as the CSG's proposal. Further, CSG's solution will allow for the transition of the SBCCOG IT systems into the industry standards supporting best practices for an effective and productive work environment. In addition, SBCCOG staff is recommending consolidating services and support through our existing vendors – TelePacific and Civic Resource Group.

FUNDING

Funding for these services are currently \$43,955 annually. The enhancements will be an additional a little less than \$6,000 a year (for a total cost of \$49,767.24) which include the essential and critically needed components such as increased bandwidth and security. In addition, there is a onetime hardware, staff training, website development, and software cost of \$16,198.99 to bring the system to needed operating standards. Staff is also requesting a contingency budget of \$10,000 to accommodate any additional services needed such as new hires, services, and repairs. All IT system cost will be funded through the SBCCOG grants and contracts. Costs are detailed on the attached spreadsheets.

RECOMMENDATION

Steering Committee approves and directs SBCCOG staff to execute contracts for the services and equipment to upgrade and enhance the IT operations for annual cost not to exceed \$60,000 (which includes the operating costs and contingency) and one-time costs not to exceed \$16,500 through the services and equipment provided by: Computer Solutions Group (CSG); TelePacific; and Civic Resource Group.

SBCCOG Budget for IT Service and Support

2015	Actual Costs	2016	Estimated Costs
<p>IT Support Joseph Jaramillo - Consultant Est. Cost = 8 hours/wk @ \$55.00 per hour Monthly Cost \$1,906.67 Weekly Services Provided: 4 hours face to face; 2 hours remote; 2 hours phone Services Include: Onboarding (workstation/mobility setup) Server + Workstation Maintenance Systems Trouble-Shooting Software Training Security Oversight Interface with IT Vendors Data (Bandwidth) \$650/mo. TelePacific (Data Provider) 6 Mbs (upload/download) Used for Office WiFi; Telephone VOIP; Lifesize Video Conference System 8 x 8 VOIP (Phones) \$650/mo. Equipment; Service Contract Monthly Cost (Total) Data + Phones \$1,300.00 Email + Web Site Hosting Media Temple 100 GB for 2 web sites + SBCCOG email (2 hrs./mo. Service) Includes FTP Functions Monthly Cost \$255.00 Google Apps (\$5 per email account - 27 emails) \$135.00 Web Site Development -CRG - \$3333.75 annual cost \$277.81 Drop Box for Teams \$795 annual \$66.25 5 User Accounts</p>		<p>IT Support CSG Monthly Cost = \$150 per user Month Cost (15 users) \$2,250.00 Service available 24/7; email; call center + on-site (as needed) Services Include: Onboarding (workstation/mobility setup) Continual Server + Workstation Maintenance Systems Trouble-Shooting Software Training Security Oversight Interface with IT Vendors Data (Bandwidth) + Phones (VOIP) TelePacific (Data + VOIP provider) 20 Mbs (upload/download) Used for Office WiFi; Telephone VOIP; Lifesize Video Conference System Phone Service/Maintenance Monthly Cost (Total) Data + Phones \$1,199.77 Email + Web Site Hosting Email = Office 365 (15 users @ \$12.50) \$187.50 Email = Consultants w/ SBCCOG Address and add'l email accounts (ie. Info@sbesc.com) (12 @ \$5.00) \$60.00 CRG Web Site Host \$450.00 50 GB per SBCCOG Web Site (2) Full Service w/Drupel Complements Web Consulting</p>	
IT Operations Yearly Cost (estimate)	\$43,955.00	IT Operations Yearly Cost (estimate)	\$49,767.24
		<p>Contingency Cost (new hires; repairs; and system conversion) \$10,000.00 Additional One Time Costs IT Hardware CSG Fire-Wall and Router Hardware for Cloud-based System \$5,789.00 Software + Licenses for Cloud-based System (3 years) \$1,709.99 Labor for installation of Cloud-based Hardware \$2,400.00 Phones - TelePacific \$500.00 Total Equipment \$10,398.99 IT Consulting Labor for Office 365 Training (2 hours) - CSG \$800.00 Web Site Development (40 hrs) - CRG \$5,000.00 Total IT Consulting \$5,800.00</p>	
		Total IT Operations + Equipment + Consulting 2016	\$75,966.23

IT Proposals

CSG

Tech Info Group

Joseph Jaramillo

Migrate from Server and Local Area Network to Cloud-based Office 365 System; back-up to Cloud; function as "virtual" IT staff to support specified users

Upgrade Server to Windows Based Platform and Local Area Network to Support Office Work Stations; Backup to Cloud + Offsite; Position SBCCOG for Cloud-based System in the Future; will support data sharing via Dropbox and/or Goggle Apps; TIG will function as "virtual" IT staff to Support Specified Workstations

Upgrade Server to Windows Based Platform and Local Area Network to Support Office Work Stations; Backup to Cloud + Offsite; Position SBCCOG for Cloud-based System in the Future; Upgrade and Use Dropbox for virtual Office needs; essentially, Joseph will work in-house as 1/2 time IT staff to support specified users and workstations

Overall Service Proposal

Other Services

Customer Support - local person available by phone
 Remote Support
 System Monitoring
 On-site Visits
 Reports; Planning/Strategy Meetings
 Ticket Generation/Tracking/Customer Service Follow-up
 Loaner Equipment - as needed
 Vendor Management
 Emergency Response
 Emergency Response Protocol
 License Audit
 Discounts/Pass Through of New Equipment Costs
 Push-Through Systems for Email to external Devices

12 hours per day
 Y
 Y
 Yes, as needed
 Yes, Quarterly
 Y
 Y
 Y
 24/7/365
 Triaged
 Y
 Y
 Y

12 hours per day
 Y
 Y
 Yes, as needed
 Yes, TBD
 Y
 Y
 Y
 24/7/365
 Triaged
 Y
 Y
 Y

3 hours/day + Emergencies
 Y
 Per scheduled Diagnostics
 Yes, regularly scheduled
 Yes, as needed
 Yes (new systems in place)
 N
 Not Sure
 As Needed
 Triaged
 TBD
 N
 Y

Service - Type (Per Month)

Per User + additional Projects Billed Separately

Per Work Station + additional Projects Billed Separately

Hourly + additional Projects Billed Separately

\$150

\$50.00

Ave. 10 hours per Week

Additional Costs (per Month)

Office 365 (license) per user - includes email
 Additional Internet Addresses (per outside consultants)
 Cloud Platforms
 Anti-Virus Agents per Workstations (per Month)
 Managed Network Device
 Offsite Server Back Up (100 GB per Month)
 Google Apps & Dropbox (monthly costs)

\$12.50
 \$5.00
 x
 x
 x
 x
 x

x
 x
 \$99.00
 \$4.00
 \$19
 \$4.00

x
 x
 x
 x
 x
 \$201.25

Estimated Monthly Cost for On-going Support

Office Staff - assume 15 users
 Licensing + Back-up + Server Support

\$2,250.00
 \$212.50

\$2,673.00
 \$23.00

\$2,401.25
 \$0.00

MONTHLY TOTAL

\$2,462.50

\$2,696.00

\$2,401.25

Additional Costs (One Time)

Fire-Wall and Router Hardware for Cloud-based System
 Software + Licenses for Cloud-based System (3 years)
 Labor for installation of Cloud-based Hardware
 Labor for Office 365 Training (2 hours)
 Server (estimate)
 Labor for Server Upgrade + Installation
 Server Licenses
 Additional Lap Tops for new Hires or Emergencies (2)

\$5,789.00
 \$1,709.99
 \$2,400.00
 \$800.00
 x
 x
 x
 x

x
 x
 x
 x
 \$2,980.00
 TBD
 TBD
 x

x
 x
 x
 x
 \$2,509.92
 Included
 \$600.00
 \$2,100.00

One Time Total

\$10,698.99

\$2,980.00

plus above TBD costs

\$5,209.92