



City of Pembroke Pines, FL

Agenda Request Form

10100 Pines Blvd.
Pembroke Pines, Florida
33026
www.ppines.com

Agenda Number: 35.

File Number: 16-0475 **File Type:** Commission Items **Status:** Passed
Version: 0 **Reference:** **Controlling Body:** City Commission
Requester: **Initial Cost:** \$ 4,006,914.58 **Introduced:** 12/01/2016
File Name: Technology Modernization Project **Final Action:** 12/14/2016

Title: MOTION TO APPROVE THE PURCHASE OF A STATE OF THE ART NETWORK, SERVER SYSTEMS, DATA STORAGE HARDWARE, AND VOICE OVER INTERNET PHONE (VOIP) SYSTEM FOR THE TECHNOLOGY MODERNIZATION PROJECT, FROM PRESIDIO NETWORK SOLUTIONS, INC., IN THE AMOUNT OF \$4,006,914.58, IN THE BEST INTEREST OF THE CITY PURSUANT TO SECTION 35.18(C) (8) OF THE PROCUREMENT CODE.

Notes: Place as a regular item

Attachments: 1. Presidio Company Overview **Agenda Date:** 12/14/2016
2. Voice Over Internet Phone (VoIP) - Quote & SOW **Agenda Number:** 35.
3. Data Center & VDI - Quote & SOW **Enactment Date:**
4. Veeam (Data Integrity and Business Continuity) - Quote **Enactment Number:**
5. ExaGrid (Disaster Recovery Backup) - Quote
6. Hot Containment Aisle Cabling - Quote

History of Legislative File

| Ver- sion: | Acting Body: | Date: | Action: | Sent To: | Due Date: | Return Date: | Result: |
|---------------|-----------------|------------|---------|---|-----------|-----------------|---------|
| 0 | City Commission | 12/14/2016 | approve | | | | Pass |
| | | | Aye: 5 | Mayor Ortis, Vice Mayor Shechter, Commissioner Castillo, Commissioner Schwartz and Commissioner Siple | | | |
| | | | Nay: 0 | | | | |

SUMMARY EXPLANATION AND BACKGROUND:

1. In fiscal year 2015, the City approved a Technology Modernization Project fund of \$6,100,000 to address the City's aging technology infrastructure. The project was segmented into three subcategories:

- (A) Voice Over Internet Phone (VoIP) all City Sites
- (B) Data Center Modernization (Business Continuity and Disaster Recovery)
- (C) Virtual Desktop Infrastructure.

2. The Technology Services team has completed various portions of the project however they have been working internally to develop a plan to effectively execute the final segments of the Technology Modernization Project and have determined that it would be in the best interest of the City to use a single vendor with local support and staffing under a very aggressive pricing model to deliver all of the remaining segments of the project within 18 months.

3. The Technology Services Department has identified and selected Presidio Networked Solutions, Inc. as the provider that can meet all of our needs.

4. Section 35.18(C)(8) Best interest of the City states "Purchases of and contracts for commodities or services are exempt from this section when the City Commission declares by a simple majority affirmative vote that the process of competitive bidding and competitive proposals is not in the best interest of the city. The City Commission shall make specific factual findings that support its determination, and such contracts shall not be placed on the City Commission consent agenda."

5. Below are the factual findings:

- The Technology Services Department needs to place an order for various portions of this project in December of 2016, to ensure that all services for the new Civic/Commerce Center and City Hall facility will be available when the facility is opened.
- Conducting a formal competitive solicitation for this process will be a very complex and time consuming process, delaying the completion of the Technology Modernization Project and hindering vital functions of the new Civic/Commerce Center and City Hall facility.
- Technology changes rapidly, and as a result, in many instances when an organization performs a lengthy procurement process for new technology, by the time they are ready to award the project, the approved equipment/systems may be a few cycles older than what is currently available in the market.
- Utilizing various vendors to complete this project can cause various issues as the City will need to ensure that they work together and don't hinder the progress and success of one another.
- Presidio has already completed a Cisco funded Data Center assessment to provide the City with a detailed report on the current Data Center, and provided insight to future needs and requirements.
- Presidio has provided pricing that has been further supported by Cisco, Citrix, Exagrid, and VEEAM to be able to match and exceed available discounts pricing available through existing government purchasing vehicles/agreements.

- Presidio is one of the largest solutions providers in the United States with a primary focus on delivering innovative IT design, implementation, and support.
- Presidio has over 2,000 highly qualified IT professionals that are certified consulting engineers, based in 50 offices throughout the US, to include local resources in South Florida with offices in Fort Lauderdale.
- The company has an active 95% client retention rate and double-digit annual growth rate for the last 15+ years.

6. Below is a summary of the different segments of the projects:

A) Voice Over Internet Phone (VoIP)

7. As a result of the Commission Auditor's Information Technology Audit findings for 2014/2015, the Technology Services Department presented Phase I of the VoIP Telephone System as a recommendation to replace the City's phone systems at City Hall, Public Services, and the Fire Department Headquarters.

8. The goal of the project was to replace the aging system and implement a single telephone system to enable staff to provide high-quality customer services to both residents and business partners. The project upgraded the City's dated network removing the need for different phone systems at each site, simplified internal/external calling, and enhanced employee productivity by providing modern communication tools to serve residents and business owners. Phase I of this project was successfully completed in October of 2015, delivering a Cisco telephony system with roughly three hundred (300) phones to the aforementioned sites reducing the annual service and maintenance cost for the telephone systems which were at the end of their life and no longer being properly supported.

9. Phase II will expand the existing Cisco based phone systems into additional locations: the new Civic/Commerce Center and City Hall, Public Safety sites, and all of the City owned Schools. The second phase of the project will also address the core purpose of the project by creating a single phone system environment for all City owned buildings which will result in increased business efficiency for City related communications.

10. The greatest benefit of the new VoIP system for the City would be to increase the efficiency of business communications. Information that can be received in various forms can be responded to with more immediacy than information passed through only one form of communication. The ability for staff to communicate in various forms will reduce delayed communications, and increase responsiveness and customer service to internal and external customers.

11. The Technology Services Department is expected to recoup the initial investment within the first 5 years. Additionally, the expected life cycle of the system is approximately 20 years.

B & C) Data Center Modernization & Virtual Desktop Infrastructure (VDI)

12. On June 18, 2014, the City Commission approved the contract with Stiles Construction for the design-build services for the construction of the Civic/Commerce Center and City

Hall.

13. The new Civic/Commerce Center and City Hall facility, based on its benefits of being a category 5 hurricane rated structure and housing the City's new Emergency Operations Control Center, was selected to host the City's new Data Center as a logical replacement to the existing City Hall location. As a result, the new facility will include a ground build out of a new data center environment to support all of the City's key business operations and public safety solutions using best in class hardware and professional services to design and deploy with no operational impact to the day-to-day business operations. Substantial design consideration was made by Stiles Construction to ensure that the 1,000 Square Foot data center at the new Civic/Commerce Center and City Hall facility had redundant power, generator support, and non-water based fire protection.

14. Phase I of this project was presented to the City in fiscal year 2014. It was recommended that the City complete a data center and network modernization project, to include implementation of a full disaster recovery and business continuity model using Virtual Server deployment on a fiber optic connected network to create a best practices model defined by the Technology Commission Audit team. The modernization project is a required step to create a decentralized lower risk model to protect all of the City's key public safety, utility billing and financial applications. The project included deploying buried fiber optic cabling to multiple sites.

15. In 2015, the Technology Services team completed a successful Fiber Optic cabling project that linked all core City buildings via 10G fiber optic network for faster transmission of data, voice and video. This project enabled the City to leverage additional cost savings via reductions in service requirements for AT&T and other recurring circuit providers by allowing the City to utilize its own network for telecommunications and network data transfer.

16. Phase II of the project will address the City's primary, 28 year old, data center that is currently housed in the existing City Hall location (10100 Pines Boulevard). Most of the functional server hardware has been in place for the past six to eight years completing the useful life cycle of the hardware. The data center is key to all of the City's functional operations providing 24/7/365 operations and access to all 260 software based applications, systems, and databases used by Public Safety, Utilities, Finance, Recreation, Community Services, City Administration and Schools. The project will include a ground up refresh of all data center servers, network routing, network switching, data storage solutions, and supporting operating systems with the new data center being deployed in the City's new state of the art Civic/Commerce Center and City Hall facility supporting all of the City and Civic functions to include telephone systems, physical access control, video security system, and City's public and private wireless Internet access.

17. The City included a Hot Containment Aisle (HCA) to safely house the servers for the Data Center in the new Civic/Commerce Center and City Hall facility. The Hot Containment Aisle will help guide the hot exhaust airflow back to the A/C return. This will help save energy as well as improve the data center cooling efficiency by providing a uniform and predictable temperature to the equipment. Though the Hot Containment Aisle was included in the scope of the New Civic/Commerce Center and City Hall facility, there are cabling needs to be performed by IT professionals that were not included in the scope of the project.

18. The new Data Center will include essential hardware to convert the City away from traditional desktop personal computers to Virtual Desktop Infrastructure (VDI). This component mainly encompasses the phased replacement of 1,900 personal computers (PCs) and provides the server and network requirement to allow computing to be done on virtual desktops. Taking into account the lower cost of replacement desktops, this investment is expected to be recouped in five years. VDI will provide the City with options to create on-demand emergency operation centers, disaster recovery sites, and an agile path to ensure that the organization remains on the latest and most secure computer based operating systems. The project also comes under direction of Commission Information Technology Audit findings in 2014/2015.

Project Cost:

19. The Technology Services Department has received pricing from Presidio Network Solutions, Inc. and has compared their pricing to other governmental contracts.

20. Per Section 35.18(C)(5) of our Procurement Code; "Commodities or services that are the subject of contracts with the state its political subdivisions or other governmental entities including the United States government, are exempt from this section, provided, however, that this division shall apply only if the contract expressly permits or if the awarding jurisdiction and/or the vendor agree to allow the city to purchase therefrom."

21. Below is a summary of the various agreements identified:

- **SOF ACS Contract # 43220000-WSCA-14-ACS** - The State of Florida utilizes Alternate Contract Source (ACS) # 43220000-WSCA-14-ACS "Data Communications Products & Services" for the purchase of Data Communications equipment, peripherals and related services. The contract provides for equipment from various manufacturers including Cisco via the NASPO ValuePoint (formerly WSCA-NASPO) contract # AR233 made directly to Cisco.

- **SOF STC Contract # 973-561-10-1** - The State of Florida utilizes their State Term Contract (STC) # 973-561-10-1 "Information Technology (IT) Consulting Services" for a broad range of IT Services, including analysis and design, development and integration, operational and support, and staff augmentation. The contract provides for services with various vendors including Presidio Network Solutions, Inc.

- **GSA Contract # GS-35F-303DA** - General Services Administration (GSA) utilizes their Schedule Contract # GS-35F-303DA with Promark Technology to provide products and solutions from over 35 manufacturer partners, including ExaGrid (Disaster Recovery Backup) and Veeam (Data Integrity and Business Continuity), through various Authorized Resellers.

22. Below is a summary of the pricing, utilizing the agreements mentioned above along with the pricing submitted by Presidio Network Solutions, Inc.:

| VOIP | Contract Price | Presidio Price | Savings | Contract |
|-------------------|----------------|----------------|--------------|---------------------------|
| Hardware | \$ 497,294.20 | \$ 334,104.32 | \$163,189.88 | SOF #43220000-WSCA-14-ACS |
| Software & Maint. | \$ 42,611.13 | \$ 38,350.02 | \$ 4,261.11 | SOF #43220000-WSCA-14-ACS |

| | | | | |
|--------------------|----------------------|----------------------|---------------------|------------------|
| Professional Svcs. | \$ 174,720.00 | \$ 174,720.00 | \$ 0.00 | SOF # 973-561-06 |
| Total: | \$ 714,625.33 | \$ 547,174.34 | \$167,450.99 | |

| Data Center & VDI | Contract Price | Presidio Price | Savings | Contract |
|------------------------------|------------------------|------------------------|-----------------------|---------------------------|
| Hardware | \$ 4,072,009.00 | \$ 2,031,774.97 | \$2,040,234.03 | SOF #43220000-WSCA-14-ACS |
| Software & Maint. | \$ 520,728.64 | \$ 471,800.57 | \$ 48,928.07 | SOF #43220000-WSCA-14-ACS |
| Professional Svcs. | \$ 487,585.00 | \$ 457,602.45 | \$ 29,982.55 | SOF # 973-561-06 |
| Total: | \$ 5,080,322.64 | \$ 2,961,177.99 | \$2,119,144.65 | |

| Veeam | Contract Price | Presidio Price | Savings | Contract |
|--------------------|-----------------------|-----------------------|---------------------|--------------------|
| Software & Maint. | \$ 64,395.00 | \$ 53,872.80 | \$ 10,522.50 | GSA # GS-35F-303DA |
| Professional Svcs. | \$ 11,672.00 | \$ 11,672.00 | \$ 0.00 | SOF # 973-561-06 |
| Total: | \$ 76,067.00 | \$ 65,544.80 | \$ 10,522.20 | |

| Exagrid | Contract Price | Presidio Price | Savings | Contract |
|--------------------|-----------------------|-----------------------|---------------------|--------------------|
| Hardware | \$ 415,408.00 | \$ 222,754.45 | \$192,653.55 | GSA # GS-35F-303DA |
| Software & Maint. | \$ 205,744.00 | \$ 90,920.00 | \$114,824.00 | GSA # GS-35F-303DA |
| Professional Svcs. | \$ 6,296.00 | \$ 6,296.00 | \$ 0.00 | SOF # 973-561-06 |
| Total: | \$ 627,448.00 | \$ 319,970.45 | \$307,477.55 | |

| HCA Cabling | Contract Price | Presidio Price | Savings | Contract |
|--------------------|-----------------------|-----------------------|----------------|-----------------|
| Professional Svcs. | N/A | \$ 113,047.00 | N/A | Not Applicable |
| Total: | N/A | \$ 113,047.00 | N/A | |

23. Based on the previously stated factual findings, the Technology Services Department recommends for City Commission to approve the purchase of a state of the art network, server systems, data storage hardware, and voice over internet phone (VoIP) system for the Technology Modernization Project, from Presidio Network Solutions, Inc., in the amount of \$4,006,914.58, in the best interest of the City pursuant to section 35.18(C)(8) procurement code.

Item has been reviewed by the Commission Auditor and approved for the Agenda.

FINANCIAL IMPACT DETAIL:

a) Initial Cost: \$4,006,914.58.

b) Amount budgeted for this item in Account No: There is \$2,922,568 currently available in account # 1-513-2002-306 - IT Modernization (VOIP/VDI) for this current fiscal year.

c) Source of funding for difference, if not fully budgeted: Upon Commission approval of this item, the budget will be increased by \$1,084,347 utilizing General Fund reserves. The Technology Services Department anticipates this project will take approximately 18 months to be fully implemented, therefore with Commission's approval, any funds that are not expensed in the 2016-17 FY will be rolled over to the 2017-18 FY to complete the project.

d) 5 year projection of the operational cost of the project: The initial \$4,006,914.58 includes the first year of maintenance and support along with four years of support for various items included in the Data Center & VDI project. Below are the ongoing maintenance and support costs that will be incurred in future years after each project is completed, along with the current recurring costs that will be eliminated when the project is

fully implemented.

| | Year 2 | Year 3 | Year 4 | Year 5 | Year 6 |
|------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| VOIP | | | | | |
| New Expenditure | \$ 38,350.02 | \$ 38,350.02 | \$ 38,350.02 | \$ 38,350.02 | \$ 38,350.02 |
| Current Cost | \$ (9,800.00) | \$ (9,800.00) | \$ (9,800.00) | \$ (9,800.00) | \$ (9,800.00) |
| Net Cost | \$ 28,550.02 | \$ 28,550.02 | \$ 28,550.02 | \$ 28,550.02 | \$ 28,550.02 |
| Data Center & VDI | | | | | |
| New Expenditure | \$ 152,234.01 | \$ 152,234.01 | \$ 152,234.01 | \$ 152,234.01 | \$ 471,800.57 |
| Current Cost | \$ (55,930.00) | \$ (55,930.00) | \$ (55,930.00) | \$ (55,930.00) | \$ (55,930.00) |
| Net Cost | \$ 96,304.01 | \$ 96,304.01 | \$ 96,304.01 | \$ 96,304.01 | \$ 415,870.57 |
| Veeam | | | | | |
| New Expenditure | \$ 5,387.28 | \$ 5,387.28 | \$ 5,387.28 | \$ 5,387.28 | \$ 5,387.28 |
| Current Cost | \$ 0.00 | \$ 0.00 | \$ 0.00 | \$ 0.00 | \$ 0.00 |
| Net Cost | \$ 5,387.28 | \$ 5,387.28 | \$ 5,387.28 | \$ 5,387.28 | \$ 5,387.28 |
| Exagrid | | | | | |
| New Expenditure | \$ 30,306.66 | \$ 30,306.66 | \$ 30,306.66 | \$ 30,306.66 | \$ 30,306.66 |
| Current Cost | \$ (14,800.00) | \$ (14,800.00) | \$ (14,800.00) | \$ (14,800.00) | \$ (14,800.00) |
| Net Cost | \$ 15,506.66 | \$ 15,506.66 | \$ 15,506.66 | \$ 15,506.66 | \$ 15,506.66 |
| Total Net Cost | \$ 145,747.97 | \$ 145,747.97 | \$ 145,747.97 | \$ 145,747.97 | \$ 465,314.53 |

e) **Detail of additional staff requirements:** Not Applicable.