



Office of the Town Manager

Rafael G. Casals
Town Manager

MEMORANDUM

To: Honorable Mayor and Town Council

From: Rafael G. Casals, Town Manager

Date: July 19, 2017

Re: Interlocal Agreement with Miami-Dade County Information Technology Department for Information Technology Maintenance and Support Services

REQUEST

A RESOLUTION OF THE MAYOR AND TOWN COUNCIL OF THE TOWN OF CUTLER BAY, FLORIDA, AUTHORIZING THE TOWN MANAGER TO ENTER INTO AN INTERLOCAL AGREEMENT WITH MIAMI-DADE COUNTY FOR INFORMATION TECHNOLOGY (IT) MAINTENANCE AND SUPPORT SERVICES; AND PROVIDING FOR AN EFFECTIVE DATE.

BACKGROUND AND ANALYSIS

In an ongoing effort to modernize and streamline all of the services provided by the Town, Staff has been investigating and evaluating solutions and efficiencies for our current Information Technology (IT) portfolio and infrastructure. A formal IT Portfolio and Infrastructure Review was performed by Miami-Dade County (the "County") Information Technology Department (ITD) in November 2016 which was reviewed by Town Staff.

A number of potentially large cost savings for the Town were identified in this review; from the purchasing power for technological hardware and software, leverage provided by the County's enterprise business class systems covered under the County's IT umbrella, to the uniformity and standardization benefits provided by the County's existing enterprise licenses with various vendors.

Section 163.01, Florida Statutes, known as the "Florida Interlocal Cooperation Act of 1969," permits local governments to enter into interlocal agreements to cooperate on a basis of mutual advantage and thereby to provide services in a manner and pursuant to forms of governmental organization that will accord best with geographic, economic, population, and other factors influencing the needs and development of local communities.

The ITD brings with its staff of 779 employees, an array of technical expertise that will provide the Town with a wealth of knowledge and resources to help provide the best possible services to the residents, businesses, and visitors of the Town (*Attachment "A"*). Furthermore, the County's Enterprise Data Center is centrally located in Miami, within a facility designed to withstand a CAT



5 hurricane. In partnering with the County, the Town would be able to benefit from the advantages of this secure facility and ensure its residents that the Town and all its electronic data can be available and operational within hours of a natural disaster, irrelevant to the physical impact of the Cutler Bay Town Center. The infrastructure and personnel available by the County would also be a valuable asset to the future technology growth of the Town.

As a result of this review, Town Staff is recommending to enter into an Interlocal Agreement with ITD for IT maintenance and support services similar to the City of South Miami, who have been using ITD since 2014, and have expressed their satisfaction while meeting with Town Staff. As a result, the City of South Miami has renewed their agreement for three (3) more years (*Attachment "B"*). Town Staff is recommending to the Town Council, to enter into an Interlocal Agreement with ITD for IT maintenance and support services as such a relationship would be mutually advantageous to the Town and Miami-Dade County given the numerous synergies that would arise as a result of the various services that the Town and the County provide to each other, including, but not limited, police, fire, library, parks, and public works.

In exchange for the basic IT maintenance and support services needed, the Town was able to negotiate these services with the County for an annual fee of \$98,400, which is to be invoiced by County on a monthly basis and such invoices payments shall be paid in accordance with the terms and conditions of the proposed agreement.

In addition to IT maintenance and support services, the County would also provide an extended list of covered services which include a designated phone number for reporting IT related issues and to request emergency services during and after regular business hours, an online service catalog similar to the current "helpdesk", reporting problems and coordinating with vendors for maintenance of high priority system maintenance and security software and other features, emergency after hours support, public records request processing, Wide Area Network and Local Area Network maintenance, server and SANS equipment maintenance, computer equipment maintenance, telephone equipment maintenance, administration of Network Organizational Unit, and AV system support. A full scope of services covered under the annual fee of \$98,400 is provided in Exhibit "A" to the attached Resolution.

RECOMMENDATION

Town Staff recommends that the attached Resolution be adopted, authorizing the Town Manager to enter into an Interlocal Agreement with Miami-Dade County for Information Technology (IT) maintenance and support services.

ATTACHMENTS

- Attachment "A" – Miami-Dade County ITD Organizational Chart
- Attachment "B" – City of South Miami Interlocal Agreement with Miami-Dade County ITD