



Item No. 12 Town of Atherton

CITY COUNCIL STAFF REPORT – CONSENT AGENDA

**TO: HONORABLE MAYOR AND CITY COUNCIL
GEORGE RODERICKS, CITY MANAGER**

FROM: ANTHONY SUBER, DEPUTY CITY MANAGER / CITY CLERK

DATE: MAY 19, 2021

**SUBJECT: AUTHORIZATION TO CONTRACT WITH INTERWEST CONSULTING
GROUP FOR INFORMATION TECHNOLOGY SERVICES TO THE
TOWN OF ATHERTON**

RECOMMENDATION

Authorize a contract with Interwest Consulting Group for Information Technology Services for the Town; direct the City Attorney to prepare a contract; and authorize the City Manager to execute the contract on behalf of the Town.

BACKGROUND

Prior to contracting with Interwest Consulting Group (Interwest) for Information Technology (IT) services and support in August 2016 the Town received IT services and support from the City of Redwood City. The Town contracted with the City of Redwood City for IT services beginning in July 2006. The transition to Interwest was due in large part to challenges that Redwood City had with recruiting and retaining IT personnel. They were unable to provide contract IT services to the Town beyond any more than 4 hours per week. For that reason, the Town conducted a request for proposals (RFP) for IT services and received four (4) proposals. After an Evaluation Committee completed its review process Interwest was recommended for approval to provide IT services to the Town.

In 2018, the Town amended the original agreement to increase the number of on-site days per week from one (1) day to two (2). The Town has completed two (2) additional one-year extensions with the final extension expiring June 30, 2021.

The Town asked Interwest to provide a Scope of Services for continuing IT Services through June 2025. The Town received a revised Scope of Services (Attachment 1) for IT Services to begin July 1, 2021 to June 30, 2025, with one (1) automatic renewal year, per agreement by both parties, extending the agreement to June 30, 2026.

ANALYSIS

Interwest Consulting Group has been in business since 2002 assisted several agencies throughout the western United States and specifically in California in several areas that include IT. Interwest currently provides Engineering, Building & Life Safety, and GIS services to the Town. In 2020, Interwest Consulting Group merged with SAFEbuilt, a nationwide Community Services Development company. During contract negotiations for IT services the Town learned that Interwest will begin a plan to spin-off their IT Services and Solutions, which they have provided since 2004. Interwest remains fully committed to continue to provide these services to existing clients; however, the firm will ultimately transition the services via assignment to an independent company lead by current IT Director, Mohammad Ahmed. Until a formal transition or assignment has been completed by Interwest, the Town would move forward with the agreed upon Scope of Services (Attachment 1) with all terms remaining intact.

Interwest is currently contracted to provide two (2) days per week of on-site IT services to support Town staff, which includes 24/7/365 Help Desk services. The Town has demonstrated a need for increased on-site support with Interwest exceeding 16 hours per week of on-site support consistently. The ongoing circumstances related to the pandemic restrictions and policies have emphasized the need for committed and effective IT support services. Interwest experience working with public agencies including police departments, their understanding of the critical nature of system & disaster recovery, and familiarity with the Town’s business applications including Springbrook, TRAKiT, AutoCAD, RIMS, GIS software, and Bluebeam have been crucial. Interwest was responsible for the identification and implementation of an immediate solution for continuity of Building and Planning Services during the pandemic through Bluebeam. Their dedication to the Town led to a seamless transition of services from in-person to digital, remote submission. In addition, the current Town Center project has several outstanding IT related components that require consistent project management and oversight.

Operations

Interwest maintains a cloud-based system that enables them to streamline operations and provide remote support. The Town will continue to have a dedicated on-site IT support staff person that will be supported by other IT team members. IT Manager Ahmed will also provide on-site support for day-to-day operations and project management services for various special projects including the Town Center project.

Approach

Interwest will continue to handle the Town’s full-service IT operations. Attachment 1 lists a comprehensive review of services provided, which including the following;

Help Desk Support	Systems and Server Operations	Systems and Server Operations
Asset Management	Network Management	Network Security
Physical Security	Business Application/Database Management	Performance Management

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Disaster Recovery	Email/Messaging/Conferencing	Reporting
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Interwest maintains a single-reach phone number available to Town staff 24/7/365. The phone line includes unified messaging enabling all Interwest staff to receive a voicemail from the Town. They have included a response time commitment related to help desk support shown below. Interwest provides regular reports related to helpdesk support and resolutions and special projects.

Response Time Commitment:

- Priority One (Urgent) – resolution no more than 2 hours after reported
- Priority Two (High) – resolution no more than 4 hours after reported
- Priority Three (Medium) – resolution no more than 1 week after reported
- Priority Four (Low) – resolution no more than 2 weeks after reported

Pricing Proposal

Interwest proposed an increase to the number of days on-site, moving from two (2) days per week to three (3) days per week. The increase represents a growth in demand and a proactive approach to IT needs related to a transition to the Town Center. The chart below illustrates the monthly and annual cost for years 1 through 4 and renewal year 5.

	<u>Monthly</u>	<u>Annual</u>
Contract Year 1	\$13,600	\$163,200
Contract Year 2	\$13,600	\$163,200
Contract Year 3	\$9,683	\$116,196
Contract Year 4	\$9,683	\$116,196
Renewal Year 1	\$9,683	\$116,196
Total		\$674,988

Staff recommends that the City Council direct the City Attorney to prepare and authorize the City Manager to execute an agreement to contract for a period of 5 years via a 4-year agreement with a single-year extension.

POLICY FOCUS

IT Services are a necessity, and the Town has limited capability to address these issues with in-house staff. While many staff members have a baseline of technical sophistication and can self-diagnose and troubleshoot basic issues, all departments need expert service and guidance. The Police Department, in particular, needs 24/7/365 service delivery in person as well as remote.

The Town requires comprehensive and dedicated IT services and support to operate efficiently and effectively. The Interwest IT Services contract has been in place since 2016 (5 years). The Town reviews contract services on a regular basis and if appropriate, places those services out to public bid. Interwest Consulting Group has met the needs of the Town over the course of the last five

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years on a contract basis and proven an ability to provide quality service, dedicated on-site and remote services at a competitive cost.

FISCAL IMPACT

Annual costs for contract year one (1) will be \$163,200. This will remain flat for year two (2). This represents an increase from the prior agreement of on-site support from two days to three days per week. For contract years three (3) through five (5) the annual cost will revert to \$116,196 representing a shift to two days of on-site support per week. Costs for these services have been incorporated into the FY 2021 – 2022 Budget.

PUBLIC NOTICE

Public notification was achieved by posting the agenda, with this agenda item being listed, at least 72 hours prior to the meeting in print and electronically. Information about the project is also disseminated via the Town's electronic News Flash and Atherton Online. There are approximately 1,200 subscribers to the Town's electronic News Flash publications. Subscribers include residents as well as stakeholders – to include, but be not limited to, media outlets, school districts, Menlo Park Fire District, service providers (water, power, and sewer), and regional elected officials.

ATTACHMENTS

1. Interwest IT Services Proposal

March 9 2021

George Rodericks, City Manager
Town of Atherton
150 Watkins Avenue
Atherton, CA 94027



Re: Information Technology (IT) Outsourcing – Revised Scope of Services

Dear Mr. Rodericks,

Per recent discussion with Deputy City Manager & City Clerk Anthony Suber, Interwest Consulting Group (Interwest) is providing this revised scope of services for continued IT outsourcing services to the Town of Atherton from July 1, 2021 to June 30, 2022 with one (1) automatic renewal year, per agreement by both parties, to extend services through June 30, 2022.

OUR HISTORY PROVIDING IT SERVICES TO THE TOWN

After many years of outsourcing its IT service needs to the City of Redwood City in 2016, the Town of Atherton selected Interwest to provide comprehensive IT services. Over the past five years, Interwest has worked with Town management to determine Atherton's actual and anticipated IT needs, as the Town has expanded its services and municipal infrastructure. The ongoing situation with COVID-19 restrictions and policies has emphasized the need for stable and effective IT services to support Town staff and extend remote services to Town residents.

Interwest is currently contracted to provide two (2) days per week of on-site IT services to support Town staff (including 24/7/365 Help Desk services). Over time, as the Town's needs increased, Interwest's on-site hours significantly exceeded 16 hours per week. For the past 2 1/2 years, due to the Town's ongoing expansion and increased IT needs, Interwest IT staff has averaged nearly 32 hours per week on-site.

STATEMENT OF WORK AND SERVICE LEVEL AGREEMENTS

To best serve the Town's actual IT needs going forward, Interwest proposes to provide three (3) days per week of on-site support during the first two (2) years of the new contract, with on-site support services expected to decrease two (2) days per week in the subsequent contract years. Our services include unlimited remote help desk support 24x7x365. Interwest IT is committed to meeting or exceeding our Service Level Agreement (SLA) and has consistently done so during the past five years. Our team is committed to 24x7 support and uptime, less scheduled maintenance. Response times are included below.

Help Desk Support

Interwest IT provides a single point of contact for the Town's staff, prioritizing calls by urgency and re-directing as needed. Our team maintains a contact list of third party vendor support and assists users in resolution of issues that arise with these vendors. Interwest IT provides help desk software to track requests. Our team provides 24x7x365 help desk support to resolve issues such as error messages, account access, email, telephone, printing issues, and business application functions. Our team

provides assistance with onsite and virtual meetings, including setting up laptops, projectors, and other devices required. Interwest IT provides new user setup of accounts and hardware and provides close-out service for personnel that leave the Town, including retrieval of hardware and closing account access. Our team has developed and maintains help desk policies, procedures, and a knowledgebase for users. Our help desk staff is available for on-site support as needed. Help desk utilization statistics and resolution time by priority level are provided in monthly reports.

Response Time Commitment:

- Priority One (Urgent) – resolution no more than 2 hours after reported
- Priority Two (High) – resolution no more than 4 hours after reported
- Priority Three (Medium) – resolution no more than 1 week after reported
- Priority Four (Low) – resolution no more than 2 weeks after reported

Systems and Server Operations

Interwest IT is responsible for the day-to-day management of the Town's server hardware and software. Our team designs, installs, and manages all server systems including monitoring and making adjustments to make systems more efficient. Our team manages after-hours support calls and responds per the response time commitment of the SLA. Interwest IT provides technical support, coordinates maintenance services for equipment, supports computer room operations, provides universal power supplies, performs data backups and restoration services, and deploys and manages servers, storage devices and peripherals.

Interwest IT deploys updates, security patches, identify report systems, and business application issues. Our team performs job scheduling and execution on appropriate systems, reporting, and resolution activities. Interwest IT works with the Town's third-party vendors to update and troubleshoot server system issues, perform integrations and other setups. Our team maintains, manages, and document the storage network, media library, and media management system. Interwest IT provides the Town with monthly reports that track downtime (not including planned outages for routine maintenance).

Network Management

Interwest IT configures WAN/LAN prior to installation, documents router, switches, and wireless device configuration files and IP addressing schemas, manages the performance of public carriers to meet defined schedules, maintains network devices operating systems software and firmware, and manages file transfers, encryption and other secure data movement activities. Our team maintains IP addressing schemes, router configurations, routing tables, VPN configurations, and wireless configurations. Interwest IT developed a procedures manual, and implemented tools for monitoring network devices and traffic. Our team installed, tested, and provides tech support for remote access hardware and software. Our team provides technical assistance and subject matter expertise as required by the Town. Interwest IT recommends WAN/LAN/VPN/Wireless/Firewall/Switching requirements and standards based on industry best practices. Our team supports all infrastructure software computer processing services and provides network design, engineering, security plans, and schedules to support new and enhanced applications. Monthly reports are provided detailing our Network Management services.

Network Security

Interwest IT designed, tested, and implements plans to secure network attached devices. Our team designed, tested, and implements approved firewall policies. Interwest IT designed and implemented approved policies for security vulnerability and penetration testing. Our team implemented approved policies for security vulnerability and penetration testing. Interwest IT implemented a system with effective log management and intrusion prevention detection. Our team designs, tests, and implements updates or patches approved for security assets, provides reporting on security testing results, identifies and removes from the network any malicious code and/or devices, identifies and provides countermeasures for malicious code attacks. Interwest IT provides technical expertise for security audits, provides fraud prevention, detection and reporting. Our team conducts security vulnerability scans and penetration testing, provides ongoing recommendations for improving security, works with third-parties for security and vulnerability testing as directed by the Town, and provides reporting on testing results. Interwest IT documents security procedure requirements, standards, procedures, and policies including regulatory requirements. Our team provides a security plan and confirms IT infrastructure components based on security requirements, standards, procedures, policies, and the Town's Federal, State, and local requirements and risks. Interwest IT establishes and implements security profiles, recommends security analysis and monitoring products, reports security violations to the Town, assists in investigating and resolving security violations as requested, resolves security violations that originate outside of the hosted network, reviews relevant security patches and apply them as appropriate. Our team provides an annual report the state of the Town's network security.

Physical Security

At the start of our initial contract, Interwest's IT team audited the Town's physical security procedures and standards and made recommendations to fill gaps. Our team monitors environmental systems supporting the IT infrastructure to ensure systems are in working order and coordinates fixing issues as they arise. Interwest IT provides best practice standards and procedures to the Town's staff and provides quarterly reviews to ensure staff following these procedures. Our team tracks access to the Town's data center and provides access logs upon request.

Business Application/Database Management

Interwest IT provides application support to thirdparty systems, provides security administration for all databases, monitors databases for breaches and potential breaches in data security policy and procedure, creates development and tests databases from production data refreshing as needed. Our team creates and configures databases and applies upgrades and patches as needed. Interwest IT executes schema changes and database management tools across all instances, executes databases data definition requirements for applications, and maintains documentation.

Interwest IT defines and executes database performance, maintains server logs and tunes scripts to optimize performance. Our team provides assistance to third-party vendors as needed for troubleshooting issues, applying upgrades, and creating integrations. Interwest IT tracks and manages resolutions to all business application and databaserelated issues. Our team executes the Town's backup and recovery policies, supports application and web services associated with business applications, supports desktop configuration and software associated with business applications, and

ensures backups include business applications and systems. Interwest IT provides reports of business application support usage quarterly.

Capacity and Performance Management

Interwest IT defines, develops, and implements tools that allow for effective capacity monitoring on IT infrastructure components. Our team assesses capacity impacts when adding/removing/modifying applications, monitors resource usage to enable proactive identification of capacity performance issues, captures trending info and forecasts future capacity requirements. Interwest IT assesses incidents related to throughput performance, recommends changes to capacity that will improve service performance, assesses impact, risk, and cost of capacity/performance changes, conducts capacity and performance planning activities, and monitors capacity within all systems to maximize performance. Our team provides an annual report of capacity and performance analysis for utilization in the Town's budget justification of new resources.

Disaster Recovery

Interwest IT created a disaster recovery (DR) plan for the Town recommending best practices for IT Service Continuity and DR strategies. Our team maintains the DR policies and procedures, revising the plan as needed at the start of each fiscal year, performs semi-annual tests of the DR plan, and performs corrective action identified during the test. Interwest IT maintains and documents requirements for off-site data storage, provides secure off-site storage for designated media and transport media to off-site location, ensures archived data is available for use in DR operations, and executes actual DR procedures when directed by the Town.

Email / Messaging / Conferencing

Interwest IT manages the Town's Microsoft Exchange and server, provides email support, and manages the Town's Microsoft Teams instant messaging and video conferencing application, and Shortel Systems conferencing system. Our team assists in production and update of associated operational policies and procedures, produces recommendations for Exchange application standards, designs, tests, and implements approved updates and patches to all systems. Interwest IT implements backup/recovery procedures, implements and maintains email retention policies, manages emails to meet operational needs, and manages Exchange application, Outlook Web Access, ActiveSync and Shortel messaging components. Our team maintains email services to minimum service levels, protects against spam and malicious software, and supports remote access to email. A report on efforts associated with email/messaging conference support is provided quarterly.

IT Document Catalog Management

Interwest IT maintains the Town's existing asset management system and server diagrams to ensure all assets are accounted for, updating documentation as needed. Our team tags technology assets, tracks asset allocation, tracks third-party contracts and their licensing dependencies. Interwest IT provides support documentation and quarterly reports of assets added, retired, or up for renewal.

Administrative / Reporting

Interwest IT provides quarterly reports to measure our team’s compliance with SLAmeasurables AuthorizedTownstaff have the ability to login to the trouble ticket software to track help desk requests.

Interwest ITcurrently provides the following reports:

- Report detailing the requests received by resolution stat(~~weekly~~)
- Report with incidents grouped by caus(~~weekly~~)

During the new contract term, in addition to the current reports, Interwest IT will provide the following:

- Documentation detailing how to correct recurring problems or critical issu(~~as needed~~)
- Report detailing service performance improvement ~~tests~~ (annually)

SLA Penalty Clause

Interwest provides a \$50 per incident credit if our team fails to respond to a help desk online ticket within one (1) hour (8AM-5PM and scheduled after hours meetings) and emergency line calls within four (4) hours (5PM-8AM).

BASE CONTRACT COSTS (YEARS 1 THROUGH 4, W/OPTIONAL EXTENSION)

Interwest proposes to provide ~~three (3) days of on-site support~~ per week during Contract Years 1 and 2, in anticipation of needs related to the new Town Center.

During Contract Years ~~3~~ and 4, and Renewal Year 1, Interwest proposes to provide ~~two (2) days of on-site support~~ per week, anticipating a decrease in the need for ~~site~~ services once Town Center initial development has concluded

The base rates shown below include ~~un~~limited remote help desk support 24x7x365.

<i>Contract Year.1</i>	\$13,600/ mo.	(\$163,200 annually)
<i>Contract Year.2</i>	\$13,600/ mo.	(\$163,200 annually)
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<i>Contract Year 3</i>	\$9,683 / mo.	(\$116,196 annually)
<i>Contract Year4</i>	\$9,683 / mo.	(\$116,196 annually)
<i>RenewalYear1</i>	\$9,683 / mo.	(\$116,196 annually)

The fixedrates listed above include thefollowing:

- Account Manager attends monthly meetings
- 911 dispatch center tech support
- Server Support
- IT Ticketing System for help desk
- 24x7 tech support
- Proactive network monitoring and backu services

- IT Strategic Plan
- After hours and holiday support
- Adherence to response times (described in LA)
- IT Strategic Coordination (one stop shop for IT needs)
- Performance measures
- Department outreach
- Network assessment
- Phone system support
- Access to staff of multiple skills and areas of expertise

Out of Scope

Work not included in the fixed monthly fee will be charged hourly based on the fee schedule included. Interwest and the Town will agree on a budget for special projects. After-hours emergency on-site support will be charged hourly.

Examples of Special Projects or After Hours On-Site Support

- City Hall expansion-New Building Infrastructure
- Implementation of Enterprise software
- On-Site Emergency Support to fix Hardware/Software issues

INFORMATION TECHNOLOGY (IT) FEES AND BILLING RATES

For additional services specifically requested the Town that fall outside the Scope of Proposed Services, we will bill Atherton on an hourly basis for actual services delivered, based on the hourly billing rates shown below.

Hourly Billing Rates

Interwest’s standard hourly billing rates are listed below. These rates reflect Interwest’s current fees. Hourly rates are typically reviewed yearly on July 1 and may be subject to revision unless under specific contract obligations. In addition, there is no charge for shipping, supply, or material costs.

CLASSIFICATION	HOURLY BILLING RATE
Information Technology	
IT Project Manager.....	\$ 135
Network Engineer.....	125
IT Senior Analyst.....	125
IT Analyst.....	100
IT Technician.....	70
Help Desk Services.....	70

PRIMARY CONTACT

IT Director Mohammad Ahmed acts as Interwest's Project Manager and primary contact to the Town of Atherton:

Mohammad Ahmed

Director of IT Services

Office: 916.273.4662 Cell: 916.479.5560

Email: mahmed@interwestgrp.com

Thank you for allowing Interwest the opportunity to continue providing comprehensive IT services to the Town of Atherton. Please contact us directly if you have any questions.

Sincerely,

Michael Kashiwagi, PE

Chief Operations Officer

Interwest Consulting Group