

ACTION SHEET
ITEM FROM FINANCE COMMITTEE MEETING OF 12/14/15
FOR CITY COUNCIL MEETING OF 01/13/16

ISSUE:

23. Request for Approval of Professional Services Agreement and Procurement Under State Price Agreement – FY 2015/2016 Research and Advisory Services for ITT Department; Info-Tech Research Group, Inc. (Renee Martinez)

FINANCE COMMITTEE ACTION:

Approved as Consent item.

FUNDING SOURCE: 12028.510340

SPECIAL CONDITIONS OR AMENDMENTS

STAFF FOLLOW-UP:

VOTE	FOR	AGAINST	ABSTAIN
COUNCILOR TRUJILLO	X		
COUNCILOR RIVERA	X		
COUNCILOR LINDELL	X		
COUNCILOR MAESTAS	X		
CHAIRPERSON DOMINGUEZ			

4-13-15

City of Santa Fe, New Mexico

memo

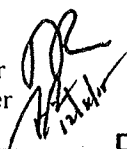
DATE: December 2, 2015

TO: Finance Committee

VIA: Oscar Rodriguez, Finance Director
Robert Rodarte, Purchasing Officer

FROM: Renée Martínez, ITT Department Director **Renee Martinez**

RE: Request for Approval to Procure Over \$50,000 in IT Research and Advisory Professional Services with Info-Tech Research Group for Fiscal Year 15/16



Digitally signed by Renee Martinez
DN: cn=Renee Martinez, o=City of Santa Fe, ou=ITT
Department, email=rjmartinez@cityof-santa-fe.nm.us, c=US
Date: 2015.12.03 14:41:24 -0700

ITEM

The ITT Department requests approval to procure more than \$50,000 in professional services (business unit: 12028, line item: 510340) for information technology research and advisory services with Info-Tech Research Group in Fiscal Year 2015-2016 using a custom professional services agreements (PSA) and a State of New Mexico Price Agreement (SPA).

BACKGROUND

The City ITT Department plans to procure additional professional services from Info-Tech Research Group to support critical projects and initiatives within the City IT Strategic Roadmap. The table below indicates services already procured and new services that are planned to be procured during the current fiscal year.

Procurement Vehicle	Items	FY15-16 Actual to Date	FY15-16 Planned
SPA 30-000-13-00074	One Year Info-Tech Silver Membership Subscription: Best-Practice Toolkits, Webinars, Vendor Evaluations, Purchase Optimizations, Guided Implementations; Diagnostic & Benchmarking Programs; Access to Online Resources	\$14,885.00	
SPA 30-000-13-00074 Contract #15-0700	Data Center Modernization Strategy	\$5,957.18	
PSA	Five (5)-day facilitated Disaster Recovery Planning workshop Five (5)-day facilitated IT Service Desk Optimization workshop		\$35,000
PSA	Five (5)-day facilitated Website Modernization workshop		\$17,750

A complete copy of the State Price Agreement (SPA) is available on the Internet and on file in ITT for review.

REQUESTED ACTION

The ITT Department recommends approval to procure more than \$50,000 in professional services for information technology research and advisory services with Info-Tech Research Group. Business Unit: 12028. Line Item: 510340.

ATTACHMENT:

- Professional Service Agreement for Disaster Recovery Planning and IT Service Desk Optimization workshops.

CITY OF SANTA FE OTHER METHOD PROCUREMENT CHECKLIST

Contractor Name: Info-Tech Research Group Products

Procurement Title: ITT Network Management ETC

Other Methods: State Price Agreement Cooperative Sole Source Exempt Other SPA 30-000-13-0074

Department Requesting/Staff Member Renee Martinez

Procurement Requirements:

A procurement file shall be maintained for all contracts, regardless of the method of procurement. The procurement file shall contain the basis on which the award is made, all submitted bids, all evaluation materials, score sheets, quotations and all other documentation related to or prepared in conjunction with evaluation, negotiation, and the award process. The procurement shall contain a written determination from the Requesting Department, signed by the purchasing officer, setting forth the reasoning for the contract award decision before submitting to the Committees. .

REQUIRED DOCUMENTS FOR APPROVAL BY PURCHASING*

- | YES | N/A | |
|-------------------------------------|-------------------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Approved Procurement Checklist (by Purchasing) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Departments Recommendation of Award Memo addressed to Finance |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | State Price Agreement |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Cooperative Agreement |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Sole Source Request and Determination Form |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Contractors Exempt Letter |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Purchasing Officers approval for exempt procurement |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | BAR |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | FIR |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Contract, Agreement or Amendment |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Current Business Registration and CRS numbers on contract or agreement |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Summary of Contracts and Agreements form |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Certificate of Insurance |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Other: _____ |

Department Rep Printed Name and Title

Paul Campos for Renee Martinez
 Department Rep Signature attesting that all information included

[Signature]
 Purchasing Officer attesting that all information is reviewed

REQUIRED DOCUMENTS FOR OTHER METHOD FILE*

- | YES | N/A | |
|-------------------------------------|-------------------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | State Price Agreement |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Cooperative Agreement |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Sole source Request and Determination Form |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Contractors Exempt Letter |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Purchasing Officers approval of exempt procurement |

*

- Copies of all Sole Source submittals
- Other: _____

AWARD*

YES N/A

- Fully executed Memo to Committees from the Department with recommendation of award
- Other: _____

CONTRACT*

YES N/A

- Copy of Executed Contract
- Copy of all documentation presented to the Committees
- Finalized Council Committee Minutes
- Other: _____

Include all other substantive documents and records of communication that pertain to the procurement and any resulting contract.

Create a separate file folder which may contain any documents with trade secrets or other competitively sensitive, confidential or proprietary information.

PAUL CAMPOS FOR RENEE MARTINEZ
 Department Rep Printed Name and Title

Paul Campos for Renee Martinez
 Department Rep Signature attesting that all information included



State of New Mexico
General Services Department

Statewide Price Agreement

Awarded Vendor
000056402
Info-Tech Research Group
602 Queens Avenue
London, ON, Canada, N6B 1Y8

Telephone No. (519) 432-3550

Price Agreement Number: 30-000-13-00074

Payment Terms: See Contract

F.O.B.: See Contract

Delivery: See Contract

Ship To:
All State of New Mexico agencies, commissions,
institutions, political subdivisions and local public bodies
allowed by law.

Procurement Specialist: Debra Saiz

Telephone No.: (505) 827-0521


Invoice:
As Requested

Title: Info-Tech Research Group Products

Term: May 27, 2013 thru October 18, 2017

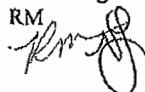
This Price Agreement is made subject to the "terms and conditions" shown on the reverse side of this page, and as indicated in this Price Agreement.

Accepted for the State of New Mexico



New Mexico State Purchasing Agent

Date: 05/27/13

RM


State of New Mexico
 General Services Department
 Purchasing Division
 Price Agreement #: 30-000-13-00074

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Establish a Statewide Price Agreement based on GSA Contract # GS-35F-0041U for General Purpose Commercial Information Technology Equipment, Software and Services.

The term of this Price Agreement shall be for one (1) year from date of award with the option to extend for a period of three (3) additional years, on a year-to-year basis, by mutual agreement of all parties and approval of the New Mexico State Purchasing Agent at the same price, terms and conditions. This Price Agreement shall not exceed four (4) years.

This Price Agreement may be extended if the GSA Contract is extended, upon approval of all parties.

Contract orders shall be issued only to vendor(s) shown under this Price Agreement. Prices shall be equal to or less than the price stipulated under the above listed GSA Contract.

Agencies must verify that items being purchased, rented, etc., are listed on the above referenced GSA. Only those items listed may be placed on contract orders under this Price Agreement. A complete copy of the GSA catalog must be retained by the using agency for auditing purposes. Trade-ins are not allowed under this Price Agreement.

Vendors under this Price Agreement are required to furnish a complete copy of the GSA catalog to the using agency upon request. Vendors must certify upon request that only those products, supplies or services accepted by the federal government are included in GSA price list.

State and local government catalogs are not acceptable.

NOTE: all terms and conditions established in the referenced GSA and by the New Mexico State Purchasing Agent shall prevail.

The Contractor agrees to provide a Utilization Report to the Agreement Administrator in accordance with the following schedule:

<u>Period End</u>	<u>Report Due</u>
September 30	October 31
December 31	January 31
March 31	April 30
June 30	July 31

The periodic report shall include the gross total sales for the period subtotaled by procuring agency name. The report shall be accompanied with a check payable to the State Purchasing Division for an amount equal to three quarters of one percent (0.75%) of the total sales for the period.

This agreement is not intended to be used to procure "Open Market" items.

Item	Approx. Qty.	Unit	Article and Description	Unit Price
001	1	Each	Info-Tech Research Group Products (See attached GSA Schedule)	

*** 1 Item Total***

Susana Martinez
NEW MEXICO GOVERNOR



Edwynn L. Burekle
CABINET SECRETARY
GENERAL SERVICES DEPARTMENT

Lawrence O. Maxwell
STATE PURCHASING AGENT
STATE PURCHASING DIVISION

NEW MEXICO
GENERAL SERVICES DEPARTMENT

ADMINISTRATIVE SERVICES DIVISION
(505) 827-0620
BUILDING SERVICES DIVISION
(505) 827-2349
PROPERTY CONTROL DIVISION
(505) 827-2141
PURCHASING DIVISION
(505) 827-0472
RISK MANAGEMENT DIVISION
(505) 827-0442
TRANSPORTATION SERVICES DIVISION
(505) 476-1902

MEMORANDUM

Date: May 15, 2013
Memo To: Info-Tech Research Group
Memo From: Mr. Lawrence O. Maxwell, State Purchasing Agent
RE: GSA Based Price Agreement for Annual Service Subscriptions.

2013 MAY 21 AM 10:44
STATE PURCHASING DIVISION

Please be advised the State Purchasing Agent is willing to establish a price agreement based upon your willingness to extend your GSA pricing, terms and conditions to the State of New Mexico subject to the following requirements:

1. In accordance with 13-1-129 (A)(1) NMSA 1978, all sales under the price agreement between Info-Tech Research Group's and the State of New Mexico will be governed by the terms, conditions and pricing in Info-Tech Research Group's Federal Supply Schedule contract GS-35F-0041U with the U.S. General Services Administration (GSA), ("Schedule 70 Contract"), as it may be amended or modified from time to time without further agreement by the State of New Mexico, and which will be and hereby is incorporated by reference into the price agreement. Info-Tech Research Group agrees to remit the fee of 0.75% Industrial Funding Fee to the State of New Mexico, State Purchasing Division, on a quarterly basis to offset contract administration costs.
2. Along with submitting the required fee, the vendor must also agree to supply the State of New Mexico, State Purchasing Division, with a quarterly usage report broken out, at a minimum, to the state agency and local public body level.

If you agree to the above conditions please sign at the space provided below and either scan and email back or fax to 505-827-2484. If you have any further concerns please contact Debra Saiz at 505-827-0521.

By signing this document you are certifying that you have the authorization to bind your company.

Your immediate attention to this matter is greatly appreciated.

Info-Tech Research Group
Company Name
[Signature]
Signature

May 16, 2013
Date
Vice President
Title

DELIVERY ADDRESS: Joseph Montoya Building Rm, 2016, 1100 St. Francis Drive, Santa Fe, New Mexico 87505

MAILING ADDRESS: P.O. Box 6850, Santa Fe, New Mexico 87502

Info-Tech Research Group Inc.

AUTHORIZED
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

General Description: Info-Tech Research Group's research and advisory products provide IT professionals with advice and guidance on a full spectrum of IT issues including best practices, vendor selection and contract review.

SPECIAL ITEM NUMBER I32-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

Info-Tech Research Group Inc.
602 Queens Avenue, London, ON, Canada, N6B 1Y8
(519)-432-3550
www.infotech.com

Contract Number: GS-35F-0041U

Period Covered by Contract: October 19, 2007 to October 18, 2017

General Services Administration
Federal Acquisition Service

Pricelist current through Modification #PS-0005, dated April 15, 2011.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsadvantage.gov>).

CITY OF SANTA FE
PROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT is made and entered into by and between the City of Santa Fe (the "City") and Info-Tech Research Group, Inc. (the "Contractor"). The date of this Agreement shall be the date when it is executed by the City and the Contractor, whichever occurs last.

1. SCOPE OF SERVICES

The Contractor shall provide the following services for the City:

- A. The Contractor shall provide the following services to the City and also described in Exhibit "A attached hereto and incorporated herein:
 - 1) Five (5)-day facilitated Disaster Recovery Planning workshop
 - 2) Five (5)-day facilitated Service Desk Optimization workshop

2. STANDARD OF PERFORMANCE; LICENSES

- A. The Contractor represents that it possesses the experience and knowledge necessary to perform the services described under this Agreement.
- B. The Contractor agrees to obtain and maintain throughout the term of this Agreement, all applicable professional and business licenses required by law, for itself, its employees, agents, representatives and subcontractors.

3. COMPENSATION

- A. The City shall pay to the Contractor in full payment for services rendered, a sum not to exceed thirty-five thousand dollars (\$35,000), plus applicable gross receipts taxes.
- B. The Contractor shall be responsible for payment of gross receipts taxes levied by the State of New Mexico on the sums paid under this Agreement.
- C. Payment shall be made upon receipt, approval and acceptance by the City of detailed statements containing a report of services completed. Compensation shall be paid only for services actually performed and accepted by the City.

4. APPROPRIATIONS

The terms of this Agreement are contingent upon sufficient appropriations and authorization being made by the City for the performance of this Agreement. If

sufficient appropriations and authorization are not made by the City, this Agreement shall terminate upon written notice being given by the City to the Contractor. The City's decision as to whether sufficient appropriations are available shall be accepted by the Contractor and shall be final.

5. TERM AND EFFECTIVE DATE

This Agreement shall be effective when signed by the City and the Contractor, whichever occurs last, and shall terminate on June 30, 2016 unless sooner pursuant to Article 6 below.

6. TERMINATION

A. This Agreement may be terminated by the City upon 30 days written notice to the Contractor.

1) The Contractor shall render a final report of the services performed up to the date of termination and shall turn over to the City original copies of all work product, research or papers prepared under this Agreement.

2) If compensation is not based upon hourly rates for services rendered, therefore the City shall pay the Contractor for the reasonable value of services satisfactorily performed through the date Contractor receives notice of such termination, and for which compensation has not already been paid.

3) If compensation is based upon hourly rates and expenses, Contractor shall be paid for services rendered and expenses incurred through the date Contractor receives notice of such termination.

7. STATUS OF CONTRACTOR; RESPONSIBILITY FOR PAYMENT OF EMPLOYEES AND SUBCONTRACTORS

A. The Contractor and its agents and employees are independent contractors performing professional services for the City and are not employees of the City. The Contractor, and its agents and employees, shall not accrue leave, retirement, insurance, bonding, use of City vehicles, or any other benefits afforded to employees of the City as a result of this Agreement.

B. Contractor shall be solely responsible for payment of wages, salaries and benefits to any and all employees or subcontractors retained by Contractor in the performance of the services under this Agreement.

C. The Contractor shall comply with City of Santa Fe Minimum Wage, Article 28-1-SFCC 1987, as well as any subsequent changes to such article throughout the term of this Agreement.

8. CONFIDENTIALITY

Any confidential information provided to or developed by the Contractor in the performance of this Agreement shall be kept confidential and shall not be made available to any individual or organization by the Contractor without the prior written approval of the City.

9. CONFLICT OF INTEREST

The Contractor warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under this Agreement. Contractor further agrees that in the performance of this Agreement no persons having any such interests shall be employed.

10. ASSIGNMENT; SUBCONTRACTING

The Contractor shall not assign or transfer any rights, privileges, obligations or other interest under this Agreement, including any claims for money due, without the prior written consent of the City. The Contractor shall not subcontract any portion of the services to be performed under this Agreement without the prior written approval of the City.

11. RELEASE

The Contractor, upon acceptance of final payment of the amount due under this Agreement, releases the City, its officers and employees, from all liabilities, claims and obligations whatsoever arising from or under this Agreement. The Contractor agrees not to purport to bind the City to any obligation not assumed herein by the City unless the Contractor has express written authority to do so, and then only within the strict limits of that authority.

12. INSURANCE

A. The Contractor, at its own cost and expense, shall carry and maintain in full force and effect during the term of this Agreement, comprehensive general liability insurance covering bodily injury and property damage liability, in a form

and with an insurance company acceptable to the City, with limits of coverage in the maximum amount which the City could be held liable under the New Mexico Tort Claims Act for each person injured and for each accident resulting in damage to property. Such insurance shall provide that the City is named as an additional insured and that the City is notified no less than 30 days in advance of cancellation for any reason. The Contractor shall furnish the City with a copy of a Certificate of Insurance as a condition prior to performing services under this Agreement.

B. Contractor shall also obtain and maintain Workers' Compensation insurance, required by law, to provide coverage for Contractor's employees throughout the term of this Agreement. Contractor shall provide the City with evidence of its compliance with such requirement.

C. Contractor shall maintain professional liability insurance throughout the term of this Agreement providing a minimum coverage in the amount required under the New Mexico Tort Claims Act. The Contractor shall furnish the City with proof of insurance of Contractor's compliance with the provisions of this section as a condition prior to performing services under this Agreement.

13. INDEMNIFICATION

The Contractor shall indemnify, hold harmless and defend the City from all losses, damages, claims or judgments, including payments of all attorneys' fees and costs on account of any suit, judgment, execution, claim, action or demand whatsoever arising from Contractor's performance under this Agreement as well as the performance of Contractor's employees, agents, representatives and subcontractors. With respect to any losses, damages, claims or judgements related to Contractor's professional errors or omissions, or inaccuracies in any materials or advice provided as part of the services under this Agreement, to the fullest extent permissibly by applicable law, Contractor's liability is limited to Two Million Dollars (\$2,000,000) inclusive of all attorneys' fees and costs. The City acknowledges that Contractor has set its prices in reliance on the limitation of liability herein contained.

14. NEW MEXICO TORT CLAIMS ACT

Any liability incurred by the City of Santa Fe in connection with this Agreement is subject to the immunities and limitations of the New Mexico Tort Claims Act,

Section 41-4-1, et. seq. NMSA 1978, as amended. The City and its "public employees" as defined in the New Mexico Tort Claims Act, do not waive sovereign immunity, do not waive any defense and do not waive any limitation of liability pursuant to law. No provision in this Agreement modifies or waives any provision of the New Mexico Tort Claims Act.

15. THIRD PARTY BENEFICIARIES

By entering into this Agreement, the parties do not intend to create any right, title or interest in or for the benefit of any person other than the City and the Contractor. No person shall claim any right, title or interest under this Agreement or seek to enforce this Agreement as a third party beneficiary of this Agreement.

16. RECORDS AND AUDIT

The Contractor shall maintain, throughout the term of this Agreement and for a period of three years thereafter, detailed records that indicate the date, time and nature of services rendered. These records shall be subject to inspection by the City, the Department of Finance and Administration, and the State Auditor. The City shall have the right to audit the billing both before and after payment. Payment under this Agreement shall not foreclose the right of the City to recover excessive or illegal payments.

17. APPLICABLE LAW; CHOICE OF LAW; VENUE

Contractor shall abide by all applicable federal and state laws and regulations, and all ordinances, rules and regulations of the City of Santa Fe. In any action, suit or legal dispute arising from this Agreement, the Contractor agrees that the laws of the State of New Mexico shall govern. The parties agree that any action or suit arising from this Agreement shall be commenced in a federal or state court of competent jurisdiction in New Mexico. Any action or suit commenced in the courts of the State of New Mexico shall be brought in the First Judicial District Court.

18. AMENDMENT

This Agreement shall not be altered, changed or modified except by an amendment in writing executed by the parties hereto.

19. SCOPE OF AGREEMENT

This Agreement incorporates all the agreements, covenants, and

understandings between the parties hereto concerning the services to be performed hereunder, and all such agreements, covenants and understandings have been merged into this Agreement. This Agreement expresses the entire Agreement and understanding between the parties with respect to said services. No prior agreement or understanding, verbal or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in this Agreement.

20. NON-DISCRIMINATION

During the term of this Agreement, Contractor shall not discriminate against any employee or applicant for an employment position to be used in the performance of services by Contractor hereunder, on the basis of ethnicity, race, age, religion, creed, color, national origin, ancestry, sex, gender, sexual orientation, physical or mental disability, medical condition, or citizenship status.

21. SEVERABILITY

In case any one or more of the provisions contained in this Agreement or any application thereof shall be invalid, illegal or unenforceable in any respect, the validity, legality, and enforceability of the remaining provisions contained herein and any other application thereof shall not in any way be affected or impaired thereby.

22. NOTICES

Any notices required to be given under this Agreement shall be in writing and served by personal delivery or by mail, postage prepaid, to the parties at the following addresses:

City of Santa Fe:

Renée Martínez
ITT Department Director
2651 Siringo Rd., Building F
Santa Fe, NM 87501
(505) 955-5595 office
(505) 699-9274 mobile
rjmartinez@ci.santa-fe.nm.us

Contractor:

David Piazza
VP of Research & Advisory
3960 Howard Hughes Parkway, Suite 500
Las Vegas, NV 89169
1-888-670-8889 ext. 3090
dpiazza@infotech.com

IN WITNESS WHEREOF, the parties have executed this Agreement on the date set forth below.

CITY OF SANTA FE:

CONTRACTOR:

Info-Tech Research Group

BRIAN K. SNYDER, CITY MANAGER

NAME & TITLE

DATE: _____

DATE: _____

CRS# 03-314304-00-8

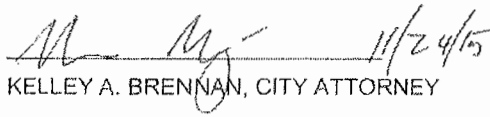
City of Santa Fe Business

Registration # 15 00130060

ATTEST:

YOLANDA Y. VIGIL, CITY CLERK

APPROVED AS TO FORM:



KELLEY A. BRENNAN, CITY ATTORNEY

APPROVED:

OSCAR RODRIGUEZ, FINANCE DIRECTOR

12028/510340

Business Unit Line Item

Service Desk Optimization Workshop for: **City of Santa Fe**

Prepared on: November 23, 2015
Prepared for: Lucas, Gutierrez
Prepared by: Alan Neal
Sr. Product Manager, Infrastructure & Security
Info-Tech Research Group, Inc.

3960 Howard Hughes Parkway
Suite 500
Las Vegas, Nevada
89169



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A. EXECUTIVE SUMMARY

SERVICE DESK OPPORTUNITIES BACKGROUND

Info-Tech Research Group, Inc. (“Info-Tech”) provides research, advisory and professional services to IT organizations. We have over 5,000 member organizations and 30,000+ paying IT members from whom to draw insight and best practices

Info-Tech has outlined our understanding and approach throughout this document. Based on the information provided through our discussion, and our experience of assessing and implementing service desk operations for IT organizations, our team has gained an understanding of the opportunities the City of Santa Fe has to optimize their Service Desk.

Our proposed project approach will be leveraging our Service Desk Optimization framework to provide training, facilitation, and documentation to help the City of Santa Fe team build their service desk standard operating procedures and workflows.

The engagement approach and our team will focus on a practical approach to realizing the goals we have established, namely on:

- Defining the service desk structure - standardize and document service desk supported systems to better maintain the organization.
- Defining the ticket prioritization and escalation rules - ensuring incidents are handled in the most efficient manner by the proper roles/team.
- Define the ticket classification and tracking procedures - develop a classification schema that can appropriately categorize tickets to enable reporting and trend analysis.
- Evaluate tools and staff success - evaluate the existing Service Desk tool against the new procedures and reporting needs to ensure a good fit.
- Communication strategies and action plan - determine how deep to go when tracking benefits; determine how to reinforce budget and business case discipline.

To achieve these goals, our team will work with your team during the engagement to:

- Establish a customize framework for the City of Santa Fe to build their standard operating procedure that can be used by the service desk team.
- Customize strategic tools and templates.
- Reflect generally accepted industry best practices and pragmatic experience from similar companies.

We are confident that, combined with the high quality of the research Info-Tech performs, our proven structured approach, and experienced project team we will provide the best value to the City of Santa Fe.

INVESTMENT SUMMARY

The scope and approach outlined in this Statement of Work will be delivered over **1 Week for \$13,000 USD**, excluding applicable taxes and expenses, as the second workshop in a bundle of 3. Based on our experience with similar initiatives, we are confident that we can deliver a highly successful project.



B. METHODOLOGY, TIMELINE & DELIVERABLES

APPROACH OVERVIEW

Our methodology utilizes a structured, four-stage framework to enable an inclusive approach to creating a service desk standard operating procedure. Specifically, Info-Tech will work with the City of Santa Fe on the following items:

Phases:	Define Current and Future State; Align Roles and Data for Success	Reporting and Managing Incidents	Knowledge Sharing and Service Requests	Tools and Communications
Duration*	1 day	1 day	1 day	1 day on-site 1 day off-site
<i>* Activities across phases may overlap to ensure a timely completion of the engagement</i>				
Projected Activities	<ul style="list-style-type: none"> ▪ Assess current state and align goals to workshop, review business feedback ▪ Perform service desk maturity assessment and gap analysis ▪ Define roles and responsibilities within the Service Desk ▪ Critique and improve ticket categorization 	<ul style="list-style-type: none"> ▪ Improve IT services through better reports ▪ Improve Incident Management to increase customer service ▪ Prioritization incidents to minimize business disruptions ▪ Define escalation rules and document and critique workflows 	<ul style="list-style-type: none"> ▪ Create a knowledgebase to enable a stronger team ▪ Provide users with self-serve for alternative incident resolution ▪ Improve services with better request management 	<ul style="list-style-type: none"> ▪ Review Service Desk Tool for effectiveness ▪ Evaluate and perform policies GAP analysis ▪ Establish communications for a successful launch ▪ Project handover to support team
Projected Deliverables	<ul style="list-style-type: none"> ▪ List of issues and goals for improvement ▪ Review business feedback ▪ Service Desk Maturity Assessment and alignment to COBIT ▪ Stakeholder interaction / communication ▪ Improved categorization schema ▪ Sample data categorized under new schema 	<ul style="list-style-type: none"> ▪ Service Desk Dashboard ▪ Action items/target goals ▪ List of required reports ▪ Intake process improvement plan ▪ Decision Guide ▪ Recurring issues for root cause analysis ▪ Prioritization Matrix ▪ Escalation rules matrix ▪ Workflow diagrams 	<ul style="list-style-type: none"> ▪ Knowledgebase Requirements List ▪ Knowledgebase article template ▪ Draft knowledgebase articles ▪ Roadmap to service catalog ▪ Workflow diagrams, SLA, process critiques 	<ul style="list-style-type: none"> ▪ Tool features list ▪ Tool plan for improvement ▪ Templates for missing policies ▪ Communications plan ▪ Roadmap ▪ Next steps ▪ Project handover meeting agenda ▪ Project template



SERVICE DESK STANDARD OPERATING PROCEDURE DELIVERABLE

The service desk standard operating procedure is the key deliverable to be produced as a result of this engagement. The engagement will optimize the current service desk processes in place, and create new processes based of the identified gaps discovered in the workshop; however implementation and buy-in to the new process will take time and dedicated work. The standard operating procedure will document the stages, tools, and templates that will help the City of Santa Fe move forward with their service desk initiative. The Standard Operating Procedure will include:

- Defined service desk structure
- Prioritization and escalation rules
- Classification and tracking procedures
- Service desk tool review
- Service desk staff management practices
- Tracking and reporting
- New tools, templates, processes and procedures - customized from best practices

The Report will include an Executive Summary/Briefing in a format to be agreed upon with the City of Santa Fe.



C. SCOPE AND ASSUMPTIONS

SCOPE DEFINITIONS

In-Scope – The following activities will be delivered as part of this SOW:

- Stated deliverables and activities as outlined above

Out-of Scope – The following activities will not be delivered as part of this SOW:

- Detailed business cases for recommendations
- Detailed work-plans for recommendations and change management/communications
- Detailed governance policies

PROJECT ASSUMPTIONS

Project timeline and resultant cost have been based, in part, on the following assumptions:

- City of Santa Fe will provide a dedicated resource(s) for the entirety of the engagement.
- City of Santa Fe will provide designated Info-Tech personnel access to premises, systems, and documentation as required.
- City of Santa Fe will ensure stakeholders availability for meetings, interviews, or review of material(s) as required by the project.
- Project outputs and deliverables will be based on Info-Tech tools and templates. The Info-Tech tools and templates will be streamlined to ensure effective communication.
- The deliverables created under this SOW as a whole are owned by City of Santa Fe, provided that City of Santa Fe does not resell them or allow them to be resold. Pre-existing components of the deliverables are owned by Info-Tech.
- Info-Tech and its affiliates may use any portion of the deliverables at their discretion, provided that City of Santa Fe’s identity and any confidential information are removed.

LOCATION, DATE & POINT OF CONTACT

The project will be conducted over 4 days during the late January or in February 2016, on site at City of Santa Fe:

2651 Siringo Road – Building F
Santa Fe, New Mexico 87504
United States

Info-Tech Contact:

Alan Neal
Sr. Product Manager, Infrastructure & Security
1-888-670-8889 ext. 3283
aneal@infotech.com

City of Santa Fe Contact:

Lucas Gutierrez
End User Services Manager
clgutierrez@ci.santa-fe.nm.us

To minimize billable expenses and to facilitate effective staff scheduling, workshop dates must be finalized, and a signed version of this SOW returned to the assigned Info-Tech contact, at least 14 days in advance of the finalized workshop dates. Once this SOW is signed, the above dates are considered final.



D. FEES AND TERMS

This is a project where the professional fees to complete the engagement as described in this proposal are to be **\$13,000 USD** (plus applicable taxes and travel expenses), as part of a 3 workshop bundle.

The maximum amount for which Info-Tech or its related entities is liable to City of Santa Fe with respect to services provided under this Statement of Work, for any reason whatsoever including, without limitation, negligence, is Two Million Dollars (\$2,000,000) USD.

IN WITNESS WHEREOF this agreement has been entered into by the parties hereto as of _____

Info-Tech Research Group, Inc.
("Info-Tech")

City of Santa Fe

Authorized signature

Authorized signature

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

I have authority to bind the company

I have authority to bind the company



Appendix A – Estimated Travel Cost

The following costs are an estimate of the total costs associated with the delivery of the workshop onsite at your organization. While the information is collected in good faith, the costs are only intended to provide a scoping of the potential costs of the workshop delivery. While our consulting staff will take every effort to minimize overall costs, the final invoice may deviate from this estimate.

<u>Item</u>	<u>Client Location</u> 2651 Siringo Road Building F Santa Fe, NM 87504 Unites States	
Flight	2 Practice Leads x \$1025/flight	\$2,050.00
Hotel	2 Practice Leads x \$145/night x 5 nights	\$1,450.00
Car	Car Rental/Gas/Cabs	\$650.00
Food/incidentals	2 Practice Leads x \$60/day x 5 days	\$600.00
Total Estimated Costs		~\$4,750.00 USD

Disaster Recovery Planning Workshop for: **City of Santa Fe**

Prepared on: November 23, 2015
Prepared for: Renee Martinez, City of Santa Fe
Prepared by: Alan Neal
Sr. Product Manager, Infrastructure & Security
Info-Tech Research Group, Inc.

3960 Howard Hughes Parkway
Suite 500
Las Vegas, Nevada
89169



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B. METHODOLOGY, TIMELINE & DELIVERABLES4

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A. EXECUTIVE SUMMARY

DISASTER RECOVERY PLANNING OPPORTUNITIES BACKGROUND

Info-Tech Research Group, Inc. (“Info-Tech”) provides research, advisory and professional services to IT organizations. We have over 5,000 member organizations and 30,000+ paying IT members from whom to draw insight and best practices.

Info-Tech has outlined our understanding and approach throughout this document. Based on the information provided through our discussion, and our experience of assessing and implementing disaster recovery plans for IT organizations, our team has gained an understanding of the opportunities City of Santa Fe has to optimize its Disaster Recovery Plans.

Our proposed project approach will be leveraging our Disaster Recovery Planning framework to provide training, facilitation, and documentation to help the City of Santa Fe team build their Disaster Recovery Planning strategies.

The engagement approach and our team will focus on a practical approach to realizing the goals we have established, namely on:

- Create tangible benefits and clear improvements through process improvement guidance.
- Specific deliverables, goals, metrics, and outcomes are established for each workshop.
- DR requirements grounded in a business impact analysis.
- Incident response procedures for minor to major events.
- Gap analysis derived from a step-by-step DR walk-through.
- DR technology and process improvement roadmap.

To achieve these goals, our team will work with your team during the engagement to:

- Establish a framework for City of Santa Fe to build their standard operating procedure that can be used by the DR planning team.
- Provide strategic tools and templates.
- Reflect generally accepted industry best practices and pragmatic experience from similar companies.

We are confident that, combined with the high quality of the research Info-Tech performs, our proven structured approach, and experienced project team we will provide the best value to City of Santa Fe.

INVESTMENT SUMMARY

The scope and approach outlined in this Statement of Work will be delivered over **1 Week** for **\$13,000 USD**, excluding applicable taxes and expenses, as the first workshop in a bundle of 3. Based on our experience with similar initiatives, we are confident that we can deliver a highly successful project.



B. METHODOLOGY, TIMELINE & DELIVERABLES

Our methodology utilizes a structured, four-stage framework to enable an inclusive approach to creating a Disaster Recovery Planning structure.

Specifically, Info-Tech will work with City of Santa Fe on the following items:

Phases:	Assess the Current State	Determine Recovery Time Requirements	Close the Technology Gap	Close the Process Gap & Validate Technology and Process Changes
Duration*	1 day	1 day	1 day	1 day on-site 1 day off-site
<i>* Activities across phases may overlap to ensure a timely completion of the engagement</i>				
Projected Activities	<ul style="list-style-type: none"> Define criteria for "Mission Critical." Identify mission critical business activities. Identify the applications that support those business activities. Identify infrastructure and secondary apps that support critical apps and tier 2/silver apps. Understand high availability vs fast failover vs restore from backups. Identify current recovery strategies for specific systems. Identify current DR challenges for specific systems. 	<ul style="list-style-type: none"> Understand the importance and benefits of the BIA. Estimate the business impact of downtime Determine availability requirements. Estimate costs of downtime. Identify legal, compliance, safety, health impacts, etc. Compare BIA for Gold vs Silver and re-assess criticality. Define desired/target RTOs/RPOs based on BIA. Prioritize dependencies based on importance and define RTO's accordingly. Compare Gold vs Silver RTO's/RPO's 	<ul style="list-style-type: none"> Identify risks of infrastructure failure. Identify single-points of failure. Estimate impact of failure. Create likelihood/impact chart. Tabletop exercise. Review tabletop planning Walk through a DR scenario. Perform a gap analysis between current and desired RTOs/RPOs. Create DR technology roadmap. Define criteria for prioritizing technology investments. Prioritize investments to address risks. Create implementation timeline. 	<ul style="list-style-type: none"> Introductory material: Risk Scenarios (e.g. Operational, Architecture, Vendor, Personnel...) Discuss and set Thresholds on Impact and Likelihood of Occurrence Level-set thresholds on real-life risk events. Identify priority risk events, by scenario. Introduce & discuss risk register concept Assign scores to individual risk events, based on perceived impact and likelihood. Identify top risks, and create mitigation plans to address these risks.
Projected Deliverables	<ul style="list-style-type: none"> Key applications and dependencies identified and recorded in the BIA tool. Baseline DRP metric (based on the incident response plan status). 	<ul style="list-style-type: none"> Estimated impact of downtime for selected applications. Desired/target RTOs/RPOS defined. 	<ul style="list-style-type: none"> Current achievable recovery timeline defined (i.e., the current state). RTO/RPO gaps identified. Risk/impact analysis DR project roadmap (projects identified and prioritized to close RTO/RPO gaps). 	<ul style="list-style-type: none"> Risk Register Risk Mitigation Program Workshop summary presentation deck.



DISASTER RECOVERY PLANNING STANDARD OPERATING PROCEDURE DELIVERABLE

The completed BIA tool, Incident Response Management tool, and DR project roadmap for selected applications are the key deliverables to be produced as a result of this engagement. The engagement will optimize the current disaster recovery planning processes in place, define a high-level incident response workflow, and identify DR process and technology gaps to be addressed; however, implementation and buy-in to the new process will take time and dedicated work.



C. SCOPE AND ASSUMPTIONS

SCOPE DEFINITIONS

In-Scope – The following activities will be delivered as part of this SOW:

- Delivery of stated deliverables and activities as outlined above

Out-of Scope – The following activities will not be delivered as part of this SOW:

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PROJECT ASSUMPTIONS

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- Info-Tech and its affiliates may use any portion of the deliverables at their discretion, provided that City of Santa Fe’s identity and any confidential information are removed.

LOCATION, DATE & POINT OF CONTACT

The project will be conducted starting January 4th, 2016 to January 7th, 2016 on site at City of Santa Fe:

2651 Siringo Road Building F
Santa Fe, NM 87504
United States

Info-Tech Contact:

Alan Neal
Product Manager, Research & Advisory Services
1-888-670-8889 ext. 3283
aneal@infotech.com

City of Santa Fe Contact:

Renee Martinez
IT Director
1-505-955-5565
rjmartinez@ci.santa-fe.nm.us

To minimize billable expenses and to facilitate effective staff scheduling, workshop dates must be finalized, and a signed version of this SOW returned to the assigned Info-Tech contact, at least 14 days in advance of the finalized workshop dates. Once this SOW is signed, the above dates are considered final.

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Info-Tech Research Group, Inc.
("Info-Tech")

City of Santa Fe

Authorized signature

Name: _____

Title: _____

Date: _____

I have authority to bind the company

Authorized signature

Name: _____

Title: _____

Date: _____

I have authority to bind the company



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Car	Car Rental/Gas/Cabs	\$650.00
Food/incidentals	1 Practice Leads x \$60/day x 5 days	\$300.00
Total Estimated Costs		~\$2,700.00 USD



**City of Santa Fe
Summary of Contracts, Agreements, & Amendments**

Section to be completed by department for each contract or contract amendment

1 FOR: ORIGINAL CONTRACT or CONTRACT AMENDMENT

2 Name of Contractor Info-Tech Research Group

3 Complete information requested Plus GRT

Inclusive of GRT

Original Contract Amount: \$35,000.00

Termination Date: June 30, 2016

Approved by Council Date: _____

or by City Manager Date: _____

Contract is for: Enterprise Resource Planning (ERP) System Selection & Consulting Services

Amendment # 1 to the Original Contract# _____

Increase/(Decrease) Amount \$ _____

Extend Termination Date to: _____

Approved by Council Date: _____

or by City Manager Date: _____

Amendment is for: Include Land User and Community Development services, functions and software needs and alternatives as part of this project.

4 **History of Contract & Amendments:** (option: attach spreadsheet if multiple amendments) Plus GRT

Inclusive of GRT

Amount \$ _____ of original Contract# _____ Termination Date: _____

Reason: _____

Amount \$ _____ amendment # _____ Termination Date: _____

Reason: _____

Amount \$ _____ amendment # _____ Termination Date: _____

Reason: _____

Amount \$ _____ amendment # _____ Termination Date: _____

Reason: _____

Total of Original Contract plus all amendments: \$ _____



**City of Santa Fe
Summary of Contracts, Agreements, & Amendments**

5 **Procurement Method of Original Contract:** (complete one of the lines)

RFP# _____ Date: _____

RFQ _____ Date: _____

Sole Source _____ Date: _____

Other Vendor has a State of New Mexico Price Agreement # 30-000-13-00074

6 **Procurement History:** First year of one year contract
example: (First year of 4 year contract)

7 **Funding Source:** ITT OPBUD **BU/Line Item:** 12028:510340

8 **Any out-of-the ordinary or unusual issues or concerns:**

(Memo may be attached to explain detail.)

9 **Staff Contact who completed this form:** Renee Martinez
Phone # x5565

10 **Certificate of Insurance attached.** (if original Contract)

Submit to City Attorney for review/signature
Forward to Finance Director for review/signature
Return to originating Department for Committee(s) review or forward to City Manager for review and approval (depending on dollar level).

To be recorded by City Clerk:

Contract # _____

Date of contract Executed (i.e., signed by all parties): _____

Note: If further information needs to be included, attach a separate memo.

Comments: