

RESOLUTION NO. 11-269

A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF MIAMI LAKES, FLORIDA, APPROVING THE INTERLOCAL AGREEMENT FOR THE PROVISION OF TOWN INFORMATION TECHNOLOGY (IT) SERVICES BY THE CITY OF MIAMI GARDENS, FLORIDA; AUTHORIZING THE TOWN MANAGER AND TOWN ATTORNEY TO IMPLEMENT THE TERMS AND CONDITIONS OF THE AGREEMENT; AUTHORIZING THE TOWN MANAGER TO EXPEND BUDGETED FUNDS; AUTHORIZING THE TOWN MANAGER TO EXECUTE THE AGREEMENT; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the Town of Miami Lakes (the “Town”) has the need for qualified professionals to provide Information Technology Support Services to the Town (the “Services”); and

WHEREAS, the City of Miami Gardens, Florida (the “City”) operates a full service Information Technology Department; and

WHEREAS, the City and the Town wish to enter into an Interlocal Agreement for the provision of the Services by the City (the “Interlocal Agreement”); and

WHEREAS, the Town Council finds that approval of the Interlocal Agreement between the Town and the City for the provision of the Services is in the best interests of the Town.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF MIAMI LAKES, FLORIDA, AS FOLLOWS:

Section 1. Recitals. The above recitals are true and correct and incorporated into this resolution by this reference.

**Section 2. Approval of Interlocal Agreement.** The Interlocal Agreement between the City of Miami Gardens, Florida and the Town of Miami Lakes for the provision of Information Technology Support Services to the Town (the “Interlocal Agreement”), a copy of which is attached as Exhibit “A,” together with such non-material changes as may be acceptable to the Town Manager and approved as to form and legality by the Town Attorney, is approved.

**Section 3. Authorization of Town Officials.** The Town Manager and Town Attorney are authorized to take all steps necessary to implement the terms and conditions of the Interlocal Agreement.

**Section 4. Authorization of Fund Expenditure.** The Town Manager is authorized to expend budgeted funds to implement the terms and conditions of the Interlocal Agreement.

**Section 5. Execution of the Interlocal Agreement.** The Town Manager is authorized to execute the Interlocal Agreement on behalf of the Town.

**Section 6. Effective Date.** This Resolution shall take effect immediately upon adoption.

PASSED AND ADOPTED this 11 day of January, 2011.

Motion to adopt by Councilmember Collins, second by Councilmember Pulido.

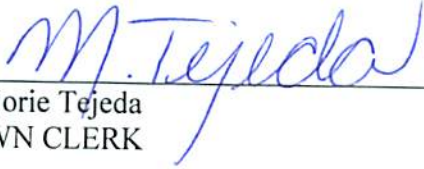
FINAL VOTE AT ADOPTION

Mayor Michael Pizzi	<u>yes</u>
Vice Mayor Nick Perdomo	<u>Absent</u>
Councilmember Mary Collins	<u>yes</u>
Councilmember Tim Daubert	<u>yes</u>
Councilmember Nelson Hernandez	<u>yes</u>
Councilmember Ceasar Mestre	<u>yes</u>
Councilmember Richard Pulido	<u>yes</u>



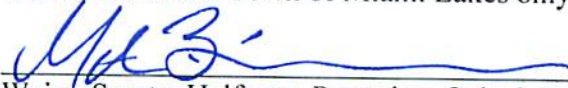
Michael Pizzi  
MAYOR

ATTEST:



Marjorie Tejeda  
TOWN CLERK

Approved as to form and legality for the use  
and benefit of the Town of Miami Lakes only:



Weiss, Serota, Helfman, Pastoriza, Cole & Boniske, P.L.  
TOWN ATTORNEY

## INTERLOCAL AGREEMENT

### INFORMATION TECHNOLOGY SERVICES

#### THE CITY OF MIAMI GARDENS AND THE TOWN OF MIAMI LAKES

**THIS INTERLOCAL AGREEMENT** (this "Agreement") is made and entered into this 13 day of January, 2010, by and between the City of Miami Gardens (the "City"), a Florida municipal corporation, and the Town of Miami Lakes (the "Town"), a Florida municipal corporation, and jointly referred to herein as the Parties.

#### WITNESSETH

**WHEREAS**, the City operates a full service Information Technology Department;  
and

**WHEREAS**, the Town has expressed an interest in contracting with the City to provide Information Technology Support Services to the Town (the "Services"); and

**WHEREAS**, the City and the Town have established a mutually beneficial proposal that provides for additional resources to the City, while fulfilling the need for Information Technology expertise for the Town's operations.

**NOW THEREFORE**, for and in consideration of the terms, conditions and covenants contained herein, the City and the Town hereto agree as follows:

1. Purpose: The City hereby agrees to provide Information Technology Support Services (the "Services") to the Town, as attached hereto in Exhibit "A" and incorporated herein, in accordance with the terms and conditions of this Agreement.
2. Term: The City will provide the Services for a period of three (3) years, commencing ten (10) days from the date of approval of this agreement by both Parties.
3. Option to Renew: The Parties reserve the right to renew this Agreement for an additional period of three (3) years. If the Town intends to renew this Agreement, the Town shall notify the City three (3) months prior to the termination of this Agreement. The City shall notify the Town within thirty (30) days of such request, whether the City intends to grant a renewal.
4. Cancellation: This Agreement may be canceled by either party, with or without cause, by providing written notice of the intention to terminate. In the event of termination, the City shall continue to provide the Services for a reasonable period of time, not to exceed thirty (30) days, as is necessary to prevent a disruption of the Town's operations due to a lack of information technology support services.
5. Scope of Service: The City agrees to provide the Services as detailed in the *City of Miami Gardens Proposal for Information Technology Services for the Town of Miami Lakes* (the "Service Levels") as attached hereto as Exhibit "A" and incorporated herein by reference.

6. Billing: The City agrees that it will bill the Town on a Quarterly basis per the schedule of fees detailed in Exhibit "A" (the "Fee Schedule") attached hereto and incorporated herein by reference.

7. Ownership and Access to Records and Audits: All records, books, documents, data, deliverables, papers and financial information (the "Records") that result from the City providing the Services to the Town under this Agreement shall be the property of the Town. The Town Manager or his designee shall, during the term of this Agreement and for a period of three (3) years from the date of termination of this Agreement, have access to and the right to examine and audit any Records of the City involving transactions related to this Agreement, upon reasonable notice to the City. The Town may cancel and terminate this Agreement immediately for refusal by the City to allow access by the Town Manager or his designee to any Records pertaining to work performed under this Agreement that are subject to the provisions of Chapter 119, Florida Statutes.

8. Hold Harmless:

A. To the extent permitted by law, the Town shall indemnify and hold harmless the City and its officers, employees, and agents from any and all liability, losses or damages, including attorneys' fees and costs of defense, which the City or its officers, employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature arising out of, relating to or resulting from the performance of this Agreement. The Town shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the City, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may issue thereon. The Town shall specifically hold the City and its officers, employees and agents harmless and shall assume all losses from any claims relating to licensing, warranties, merchantability or fitness of any applications or software; damages caused directly or indirectly to any equipment, including loss of use, profits or data, or losses from business interruption. Moreover, the Town shall hold the City harmless from any loss or damages related to the misuse, neglect, alteration or improper installation of any software or applications, not directly attributable to the City providing the Services under this Agreement. Damages shall be limited to those costs directly attributable to the restoration of the system.

B. To the extent permitted by law, the City shall indemnify and hold harmless the Town and its officers, employees, and agents from any and all liability, losses or damages, including attorneys' fees and costs of defense, which the Town or its officers, employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature arising out of, relating to or resulting from the performance of this Agreement by the City or its employees, agents, servants, partners, principals or subcontractors. The City shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the Town, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may issue thereon.

9. Notice: All legal notices regarding this agreement must be sent to the following address:

Town of Miami Lakes  
Town Manager  
15700 NW 67<sup>th</sup> Avenue  
Miami Lakes, FL 33014

City of Miami Gardens  
City Manager  
1515 NW 167<sup>th</sup> Street.  
Building 5, Suite 200  
Miami Gardens, FL 33169

10. Force Majeure: The City fully intends to meet the time limits stated in the Service Levels. However, in the event of an emergency at the City, including a natural disaster or an act of God, whereby systems are down at the City, priority will be given to getting up and troubleshooting systems at the City. In the event of such an emergency, the Service Levels to the Town may not be met. In such an event, the City will respond to issues at the Town in an expeditiously manner as possible, after all core systems at the City are functioning properly. In such an event, the Town will not hold the City responsible for meeting the agreed upon Service Levels.

11. Severability: If any term or provision of this Agreement shall to any extent be held invalid or illegal by a court of competent jurisdiction, the remainder of this Agreement shall not be affected thereby, and each term and provision of this agreement shall be valid and be enforced to the fullest extent permitted by law.

12. Governing Law; Venue: This Agreement shall be construed in accordance with and governed by the laws of the State of Florida, with venue for any action lying solely in Miami-Dade County, Florida.

13. Waiver: The failure of either party to this Agreement to object to or to take affirmative action with respect to any conduct of the other which is in violation of the terms of this Agreement shall not be construed as a waiver of the violation or breach, or of any future violation, breach or wrongful conduct.

14. Assignment: This agreement is not assignable by either party.

15. Entire Agreement: No statements, representations, warranties, either written or oral, from whatever source arising, except as expressly stated in this Agreement, shall have any legal validity between the Parties or be binding upon any of them. The Parties acknowledge that this Agreement contains the entire understanding and agreement of the Parties. No modifications hereof shall be effective unless made in writing and executed by the Parties hereto with the same formalities as this Agreement is executed.

16. Captions and Paragraph Headings: Captions and paragraph headings contained in this Agreement are for convenience and reference only and in no way define, describe, extend or limit the scope and intent of this Agreement, nor the intent of any provisions hereof.

17. Joint Preparation: The preparation of this Agreement has been a joint effort of the Parties, and the resulting document shall not, solely as a matter of judicial construction, be construed more severely against one of the Parties than the other. It is the Parties' further intention that this Agreement be construed liberally to achieve its intent.


18. Counterparts: This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which shall constitute one and the same agreement.

19. Exhibits are Inclusionary: All exhibits attached hereto or mentioned herein which contain additional terms shall be deemed incorporated herein by reference.

[Remainder of page intentionally left blank.]

IN WITNESS WHEREOF, the Parties hereto have caused these presents to be executed by their duly authorized agents and representatives with all the formalities required by law on the day and year first written above.

CITY OF MIAMI GARDENS

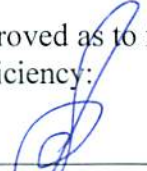
  
\_\_\_\_\_  
Danny O. Crew, City Manager

1/3/2010  
Date

ATTEST:

  
\_\_\_\_\_  
City Clerk  
Ronetta Taylor, CMC

Approved as to form and legal  
Sufficiency:

  
\_\_\_\_\_  
Sonja K. Dickens, City Attorney

Attest:


  
\_\_\_\_\_  
Marjorie Tejada Town Clerk

TOWN OF MIAMI LAKES

By:   
\_\_\_\_\_  
Alex Rey  
Town Manager

Date: 1-13-11

APPROVED AS TO FORM AND LEGALITY  
FOR THE USE AND BENEFIT OF TOWN OF  
MIAMI LAKES ONLY

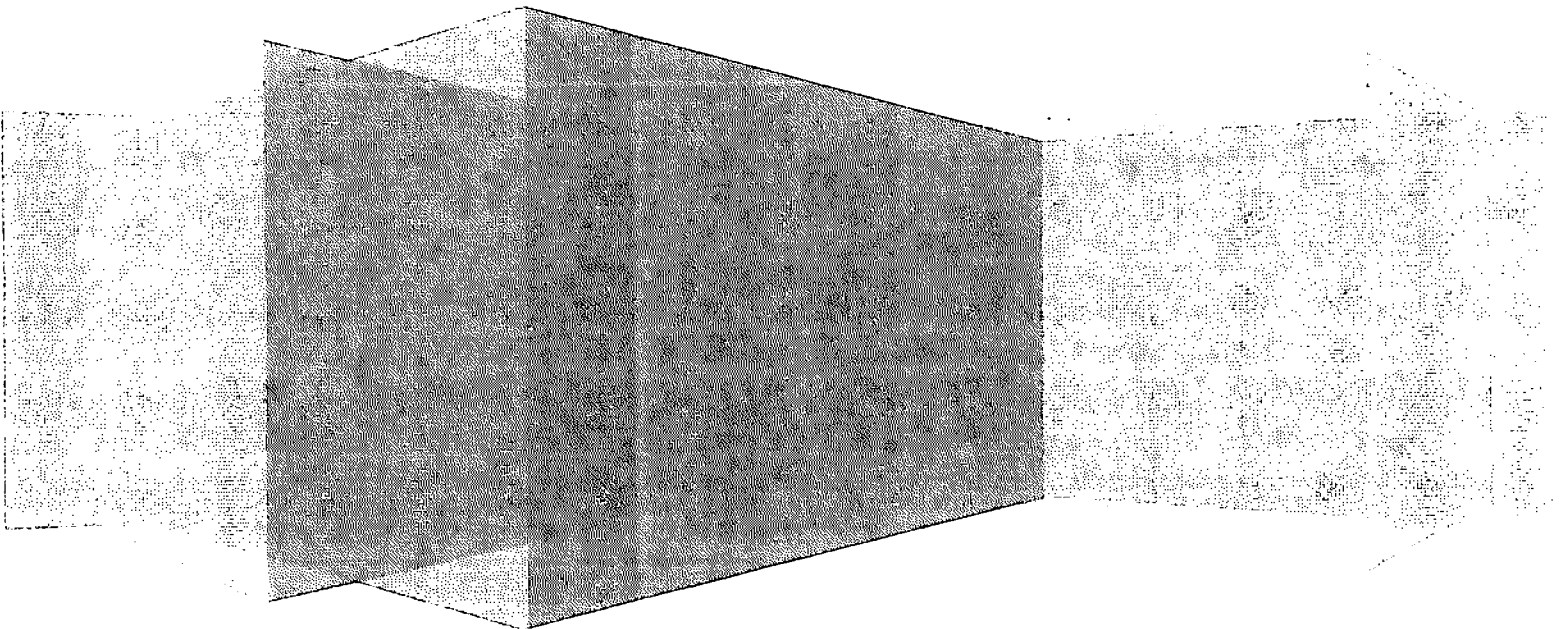
  
\_\_\_\_\_  
Town Attorney



**Exhibit "A"**

**The Services and the Fee Schedule**

**City of Miami Gardens Proposal for an Inter-Local  
Agreement for Information Technology Services  
Town of Miami Lakes**



**Prepared By:**

Ronald McKenzie,  
Director of Information Technology, City of Miami Gardens

**Supervised by:**

Renee C. Crichton  
Deputy City Manager, City of Miami Gardens

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*City of Miami Gardens*  
*Office of the City Manager*

November 16, 2010

Mr. Alex Rey  
City Manager  
Town of Miami Lakes  
15700 NW 67<sup>th</sup> Avenue  
Miami Lakes, FL 33014

Re: Proposed Information Technology Interlocal Agreement

Dear Mr. Rey:

During these tough financial times it is necessary for municipalities to work together in order to find innovative and cost effective ways to provide services. The City of Miami Gardens is pleased to provide this proposal for the provision of Information Technology Services to the Town of Miami Lakes for consideration.

As you know, it will be necessary for this proposal and associated agreements to be approved by the City of Miami Gardens City Council, prior to the commitment of staff and resources. Once the authorization has been granted the City is committed to working closely with the Town of Miami Lakes to expeditiously provide the services needed.

I look forward to working with you and your staff on this endeavor.

Sincerely,

*Danny Crew*

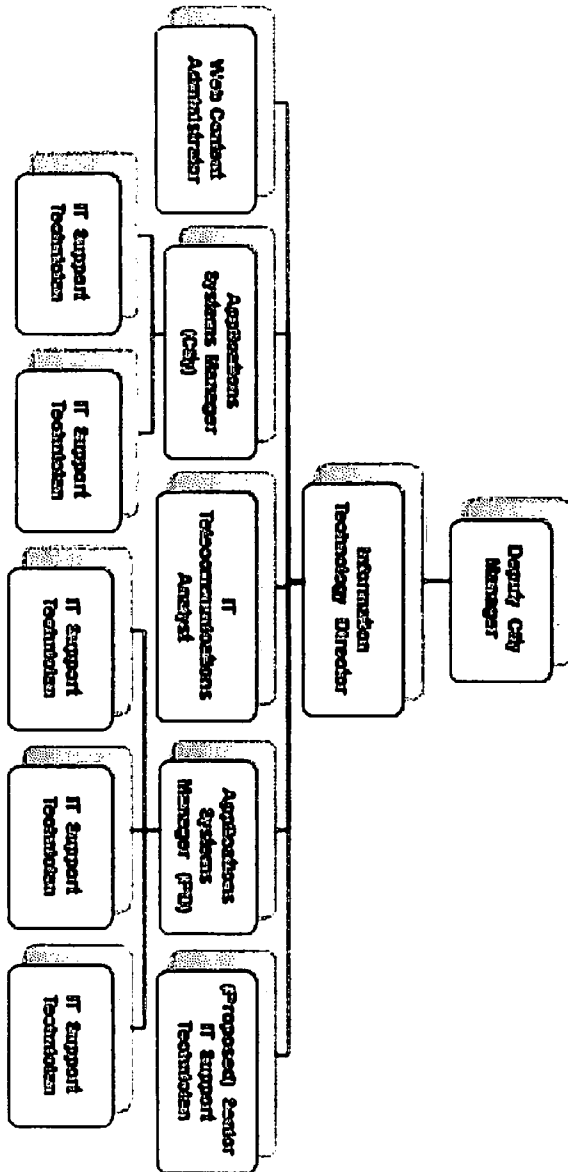
Dr. Danny O. Crew  
City Manager  
City of Miami Gardens

## Chapter 2 – Statement of Organization

Attached is an Organizational Chart for the City of Miami Gardens Information Technology Department.



### Organizational Chart



## Chapter 3 – Experience

The City of Miami Gardens is geographically located adjacent to the Town of Miami Lakes at NW 57<sup>th</sup> Avenue. The City's Information Technology Department (CMGIT) supports over 20 City divisions/departments. In addition, CMGIT supports over 40 servers, a voice-over-IP phone system, various Police Department services and systems, Florida Department of Law Enforcement (FDLE) circuits, radio systems, various security access systems, wireless Internet access as well as desktop/laptop user support at all parks and an in-house web master responsible for designing and maintaining multiple citywide websites.

The motto of our Information Technology Department is "We help you do what you do - Better." By this, we mean our staff is selected and trained to help the various business areas conduct their operations in a more efficient way. We understand that the role of IT is to support business functions and help them to use technology to automate processes. We are determined to become educated in all business processes and to help educate the various operational areas on ways technology can help them to achieve their goals. This approach has been extremely helpful in our Strategic Planning process.

As listed in the IT Department organization chart on page three, our team consists of the following:

- (1) Information Technology Director
- (2) Application Systems Managers
- (1) Web Content Administrator
- (1) Telecommunications Systems Analyst
- (1) *Proposed Senior IT Support Technician*
- (5) IT Support Technicians
- (1) Cisco CCIE Network and Security Consultant (contract employee).

The staff members for this project have successfully passed the extensive Florida Department of Law Enforcement (FDLE) background investigation. The City will assign one Senior IT Support Technician to support the day-to-day IT needs of the Town of Miami Lakes who will be physically located at the Town for a minimum of 30 hours per week, with the understanding that all of the professional technical resources listed above are available to aid in any and all matters of information technology support when needed.

The various members of our IT team have over 70 years of combined information technology experience. They have worked in various sectors of the market, to include public, private, non-profit, educational and independent markets.

Some of the key areas of expertise we provide are:

- Strategic Planning
- Business to technology integration
- Police Department technological planning, implementation and maintenance

- **Budget Preparation and Planning**
- **Equipment and Billing auditing**
- **Network Administration and Security support and services**
- **Data Security Services**
- **Web Hosting, Development and Management support**
- **Emergency Operations Center (EOC) planning, implementation and support**
- **Software and Third Party Application Support**
- **Telecommunications install and support services to include; circuit, VOIP systems, PBX systems, cell phones, voicemail, ACD systems, internet services and Dispatch Command Center support.**
- **Emergency Services Support**
- **Video and Intrusion Detection System support and maintenance.**
- **Architectural wiring and cabling design and configuration.**
- **Wireless Technology planning, implementation and support**
- **Virtualization planning, implementation and support**
- **SAN storage planning, implementation and support**
- **Desktop/Laptop installation and maintenance support**
- **Help Desk Support**
- **Vendor Management**

**Attached are the resumes of the staff that will be providing support for the Town of Miami Lakes.**

# RONALD H. MCKENZIE

## Skills Summary

Highly motivated CIO with extensive experience in directing and supervising the activities of an Information Technology (IT) Department including planning, developing and managing long-term strategic direction relating to IT. I have over twenty years of experience in the design, engineering, integration, operation and maintenance of telecommunication and network systems.

## Professional Experience

### **Director, Information Technology** City of Miami Gardens, Miami Gardens, Florida

Serving as Director of all IT Systems and Services for one of the largest cities in Southern Florida.

Responsibilities include serving as Department Head responsible for policies, procedures and guidelines needed for compliance, performance and usage of technology and communications systems for the city, to include the city's Police Department. Supervise a staff of 10 technicians and managers in the planning, installation, implementation and maintenance of communications, telecommunications, Audio/Visual, Security and technological equipment and systems needed to support the mission of the city.

Direct all matters pertaining to the responsibility for the City-wide information infrastructure including the Wide Area Network (WAN) and Local Area Networks (LAN); server and workstation based application systems, database systems, communication systems including telephone, email and radio; access control and security systems; and public safety technology. Maintain and manages IT budget of over \$2.5 million annually. Develop, maintain and implement a city-wide IT disaster recovery plan. Confer with representatives of various departments and divisions to assess technology needs and identify areas that might benefit from the application of technology. Develop detailed project outlines for the implementation of proposed IT solutions including cost benefit analysis, return on investment (ROI) analysis, project timeline, and associated budget. Maintain knowledge of new and developing technology, procedures and techniques pertinent to the function of municipal government.

### **Manager, Infrastructure Solutions** BearingPoint Inc. McLean, Virginia

September 2005 – February 2008

Served as Technical Manager for standing up all Network, Wireless, Telecommunications and Security assets for a newly incorporated United States City. Responsibilities included the Design, Implementation, Documentation of the Cities newly installed systems and software to include their Police Department. The finished product resulted in a totally redundant, highly available robust and secure communications system.

Served at Project Manager and SME for the deployment of a VOIP Implementation for a State's Department of Employment and Economic Development (DEED), Unemployment Insurance Department. Managed a team responsible for seamlessly migrating the State's Contact Center from a Centrex based Automated Call Distribution (ACD) system to the new VOIP solution, over three sites. Our responsibilities included; QOS engineering on all related devices across the Enterprise, Network assessment, recommendation of vendors and equipment purchased, creating documentation and test scripts for the client, and providing Project Management and Professional Services. The finished project resulted in the configuration and deployment of a VOIP system over 3 sites with 170 agents, phasing out of Centrex lines and integrating less costly T-1 circuits and increased flexibility and mobility throughout the Enterprise.

### **Senior Network and Telecommunications Engineer** March 2000 – September 2005



**Freddie Mac, Reston, Virginia**

Served as Lead Technical Engineer responsible for coordinating the planning, organization, implementation, testing, and maintenance of voice and data telecommunications networks and systems. Led project for converting companies Northern Virginia offices (8 buildings) from traditional PBX TDM voice switching to Voice over IP (VoIP) telephony. Served as Voice Communications lead for corporate Business Continuity Planning (BCP) board. Served as project Lead for planning, organizing, implementing and testing Corporate trading room Hot Site at remote location to provide Active-Active Hot Sites for corporate trading. Coordinated the planning, organization, implementation, testing, and maintenance of voice telecommunications networks and systems. Analyzed network traffic and recommend methods and equipment to achieve network optimization. Served as liaison with other Freddie Mac business areas in problem resolution, day-to-day operations, and project management. Act as consultant and advisor to call center managers for improvements and modifications to their call centers.

**Telecommunications Coordinator**  
Bureau of National Affairs, Washington, DC

July 1998 – March 2000

Acted as consultant and advisor to call center managers for improvements and modifications to their call centers. Coordinated the planning, organization, implementation, testing, and maintenance of voice and data telecommunications systems. Coordinated and maintained all WAN data circuits to include SMDS, FNS, and T-1 circuits. Coordinated the activities of contractors, equipment usage, and line vendors. Analyzed network traffic and recommend methods and equipment to achieve network optimization. Acted as liaison with other BNA departments in problem resolution, day-to-day operations, and project management. Maintained current knowledge of state of the art developments in enterprise network and telecommunications hardware, software, long distance carriers, and facilities carriers.

**Manager, Internal Services**  
Company Name, Atlanta, Georgia

September 1992 – March 1998

Managed all aspects of voice communications. Served as liaison with Information Services to negotiate activities and bidding of all telecommunication products and services. Set standards for communications architecture, equipment, policies and procedures. Managed all aspects of corporate postal, shipping and reproduction services. Researched, recommended, planned and implemented equipment, security and vendor changes for voice and data networks, postal and shipping tracking, office supplies and reproduction services. Managed and developed staff of 17 personnel. Maintained and helped reduce proposed budget.

**Staff Sergeant, United States Army**  
Company Name, Atlanta, Georgia

January 1994 – March 1998

Prior to becoming a civilian, I also served proudly for over 7 years in the U.S. Army. Served in various technical and leadership positions throughout my carrier. In my last assignment I served as Tandem Switch Supervisor in the initial deployment and usage of Mobile Subscriber Equipment for the 10<sup>th</sup> Mountain Div.

**EDUCATION**

**Chief Information Officer, Certification**  
Florida State University, Tallahassee, Florida

July 2009 – July 2010

**Media Communications, Bachelor of Arts**  
State University of New York, College at New Paltz, New Paltz, New York

August 1980 – May 1984

**Ricardo A. Castillo**  
8016 SW 21 Place Davie FL 33324

954-489-82941 (cell)

[rcastillo@miamigardens-fl.gov](mailto:rcastillo@miamigardens-fl.gov)

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## Skills Summary

Over 10 years of experience in system analysis, networking and programming for non-profit universities and government. Strong background in user training and support documentation. Experience in major programming languages, operating hardware and software.

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## Experience

09/07-Present

### ***City of Miami Gardens, Miami Gardens FL***

#### **Applications System Manager**

- Assist in the development, implementation, interpretation, and application of communications and data processing policies and objectives
- Evaluate technological advances and develop methods and procedures
- Assist in the interview and selection of employees
- Evaluate employee performance
- Review and approve all program changes and enhancements for promotion to production system
- Assist in developing Department Standards
- Install, configure, and manage the Windows operating system hardware and software. Analyze computer hardware and software malfunctions and take appropriate corrective action. Assist in monitoring computer resources and providing recommendations for improvement. Assist in the identification, evaluation, tailoring, and implementation of vendor-supplied software packages.
- Evaluate performance of installed software to monitor trends, loads, and growth patterns. Monitor system utilization and capacity. Prepare documentation for use by IS staff and end users. Analyze specifications of application enhancements for compatibility with other systems. Perform complex system analysis and programming in appropriate languages for batch and on-line systems.
- Install software/hardware as necessary on PCs. Troubleshoot complex client/server issues. Perform maintenance, backup, repair, tuning and compression of application databases and operating systems.
- Recommend and schedule appropriate training classes with various vendors as well as in house
- Create project plans and task lists; manage task completion and perform plan updates. Provide analysis, programming, testing, and implementation of requested software modifications.
- Monitor database system performance within the applications, including stored procedures and execution time, and implement efficiency improvements. Design and implement redundant systems, policies, and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets. Perform periodic tests of recovery procedures.
- Monitor, optimize and allocate physical data storage space for application systems. Plan and coordinate data migrations between systems.
- Create, or support creation of, required reports in response to user needs. Conduct research and make recommendations on information systems products, services, protocols, and standards in support of procurement and development efforts.
- Perform database transaction and security audits. Establish appropriate end-user database access

- control levels. Develop routines for end-users to facilitate best practices database use.
- Attend seminars, conferences, trade shows and user group meetings
- Attend city organized workshops for managers and/or employees
- Performs related work as required.

07/07-08/07

### ***QualxServ Corporation, Coral Springs FL***

#### **Independent Field Technician**

- Perform hardware break-fix on desktop and laptop computers for home and business customers.

06/04-07/07

### ***Carlos Albizu University, Doral FL***

#### **Database Administrator**

- Primary responsibilities include technical assistance and training to ERP System users at the University. Maintaining and developing applications and reports using Crystal Reports, Cognos Impromptu, and Excel/Microsoft Query. Ensure that hardware and software related issues are corrected in a timely manner. Auditing and assessing the integrity of the ERP system.
- Implement new ERP for the University from Datatel Corp. (Colleague System), coordinating and deploying the different modules throughout the University. Served as Project Leader for Miami Campus, coordinating all aspects of the implementation, monitoring and ensuring that the project stayed on track and within the established budget.
- Deployed General Ledger, Accounts Payable Module, and CORE Module. In charge of conversion of the Data from one ERP system to the other. Develop and program new screens, and preparing training manuals and step by step guides for users.
- Provide support to Business Office, Registrar, Financial Aid and Admissions Offices, working together with Directors to ensure that procedures were effective and efficient. Work closely with Business Office achieving deployment of web payments via the web, update the office to laser checks, and create web modules to allow students to view their financial information such as 1098's, Student Bill, and refund information.
- Perform System Administration duties and technical support when System Administrator and Technical Support Technician are not available, creating user accounts in Active Directory, network shares, modifying and creating new group policies, creating and modifying firewall policies on a Firebox 1000 running Watchguard Policy Manager 7.30, creating Exchange distribution groups and mailboxes. Developed intranet site using SharePoint portal to facilitate communication and data exchange for users during the new ERP implementation phase. Maintain site, and perform modifications and additions of web parts as necessary.
- Assist the MIS Director with other duties as required, and perform supervisory tasks when he is away.

09/02-05/04

**Florida State University Marketing Institute, Tallahassee FL**

**Part-time Systems Administrator**

- Troubleshoot and maintain small network of 15 computers.
- Provide hardware and software assistance to staff.
- In charge of maintaining and backing up Windows 2003 server, administer e-mail accounts on Exchange 2003 server for staff and student workers.
- Maintain IIS server for the Marketing Institute at FSU, providing support to webmaster, and programmer for integration of Ride Share Software to Website.

2000-2002

**Carlos Albizu University, Doral FL**

**Database Administrator Trainee 2001-2002**

- Promoted from Computer Lab Technician in 2001.
- Create various reports using Crystal and Cognos for management use.
- Served as liaison between system users and ERP vendor's technical support
- Trained ERP System users and prepared written documentation
- Other duties as assigned by the Director.

**Computer Lab Technician 2000-2001**

- Troubleshoot software issues and prepared drive images for deployment at the lab
- Performed hardware maintenance
- Recommend new hardware and software for lab facilities
- Wrote computer system procedure specifications and user manuals for lab users

1998-2000

**Miami Dade Community College, Miami FL**

**Part-Time Network Services Technician**

- Hardware and software troubleshooting of PC's and MAC.
- Perform maintenance, and upgrades of computers at the school facilities.
- Create computer images using Norton ghost to facilitate the deployment of new PCs in the facilities.
- Create group policies to control unauthorized installing of software at the lab facilities.

**Systems Proficiency**

**Certifications**

- Microsoft Certified IT Professional in Enterprise Administration (MCITP)

- Microsoft Certified Technology Specialist in Windows Vista
- Microsoft Certified Systems Engineer (MCSE) and Microsoft Certified System Administrator (MCSA) in Windows 2003, MCDBA in SQL 2000, MCP
- Network+ Certified Professional
- A+ Certified

### ***Programming Languages***

*C++, COBOL, Visual .Net, BASIC, SQL*

### ***PC Software***

- Applications: Crystal Reports, Microsoft Office, Norton Ghost, Symantec Corporate Edition
- Database: Microsoft SQL Server and Microsoft Access, Informix 7.14
- Platforms: Microsoft Windows® 2000, Microsoft Windows XP, HP-Unix, Windows 2003

## **Education**

### ***M.S., Management Information Systems***

2004-2007

Nova Southeastern University, Davie, Florida

3.6 GPA

Degree Conferred Date September 30, 2007.

### ***B.S., Business Administration/Management Information Systems***

2002-2004

Florida State University, Tallahassee, Florida

2.95/4.0 GPA

Degree Conferred Date May 01, 2004.

### ***A.A., Business Administration***

1996-2000

Miami Dade College, Miami, Florida

2.87/4.0 GPA

Degree Conferred Date May 04, 2002.

## **REFERENCES**

*AVAILABLE UPON REQUEST*

# TRISTAN LATTIBEAUDIERE

341 EAST SHERIDAN STREET,#205  
DANIA BEACH, FLORIDA 33004  
TRISLAT@HOTMAIL.COM  
(954) 401-6894

## Network Administrator

I have seven years of experience in deployment, remote troubleshooting, helpdesk, and Network Administration.

## EDUCATION & TRAINING

**Bachelors of Information Technology** August 2002 – August 2003  
American Intercontinental University Weston, Florida

Studies focused in application development, IT project management, Networking, technical planning, database and web programming.

**VMware VSphere: Install, Configure, Manage.**  
**Global Knowledge: Windows 7 boot camp, Windows 2003 Server: Planning, Implementing, Active Directory infrastructure.**  
**Microsoft ISA 2003 Training.**  
**Laserfiche Client and Server Installation.**  
**OSSI Annual Public Safety conference attend Annually**  
**Apco Public safety Conference**

## EXPERIENCE

**Police Systems Manager** April 2006– Present  
City of Miami Gardens ,Miami Gardens, Florida

Stationed at the Police Department to ensure management of all the system and IT employees. Make sure all systems are up and running 24/7, all staff is cross trained and can troubleshoot the critical systems, oversee the helpdesk and provide on-call schedule and support. Implement new systems and deployment. Document all the processes and SOP's and keep them digitally and physically. Attend regular meetings about public safety software, knowledgeable about FDLE system security and standards. Mentor staff and develop Performance Key Indicators (PKIs) so that their goals are met throughout the year.

**Network Administrator, I/T Specialist** August 2004 – April 2006  
Lozano insurance Adjusters, Pembroke Pines, Florida

## Skills & Training

**Microsoft**  
2003 and 2008 Server.  
Administration & Deployment.  
XP  
Windows 7 Administration and Deployment.

**MSOFFICE 2010**

2003 Exchange server.

**SQL 2005**

**Symantec Backup Exec 2010.**

**VMware**  
VMware vSphere: Install, Configure, Manage

**L3 In car video Laserfiche**

**At&t and Verizon Software**

**Public Safety OSSI Product Suite**

**Netmotion VPN**

**Tyler technologies ERP system Eden**

**Telestaff**

**Adobe**  
Dreamweaver  
Photoshop  
Life Cycle

**Certifications**

Provide Helpdesk and Administration of a small network all that the employees use, such as Maintain and secure T1 and Wireless connectivity, daily backup using Arc serve backup utility, administering 2 MSSQL Databases, troubleshoot and perform maintenance on the 2003 SBS system, train new users on the relevant systems used, and IT policies. Assist users with basic computer functions, monitor Phone system and generate weekly phone reports, computer Installation, Maintenance & Support.

**CONSULTANT I/T Specialist**  
2004

Feb 2004 – August

Salvant & Associates, Pembroke Pines, Florida

Primary responsibilities included responding to helpdesk tickets from various accounts across Dade and Broward county. Learned basic IT help desk functions and system administration.

Assisted with hardware purchase and installation, administered Outlook e-mail accounts, spam activity, viruses and spy ware, administered Network from remote locations using Microsoft Terminal Server, observed and assisted in VPN installation & VLAN setup on DELL Smart Switches and routers. Performed operating system upgrades & adding systems to company domains.

## **ACTIVITIES & AWARDS**

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Kapow ,Kids and the Power of Working, 2010

Recognition for Helping with City of Miami Gardens Police Department, 2008

SUMMA CUM LAUDE, American Intercontinental University, 2003

# FELIX HERRERA

305.219.5951 felix@malachimedia.com

## employment

### City of Miami Gardens

IT Web Content Administrator *Sept 10 - Present*  
Maintain the websites for the city and the police department of Miami Gardens. Provide multimedia support for print design and video projects. Document processes for maintaining uniformity in file structure. Provide support for software/hardware issues.

### Malachi Media

Freelance Designer *Sept 08 - June 10*  
Designed a logo, flyer and poster for Broward County's 2008 "Get Out The Vote" event ([malachimedia.com/gotv](http://malachimedia.com/gotv)). Designed a DVD cover and flyer for a documentary filmmaker. Developed a website for a local actor ([righttoremain.com](http://righttoremain.com)).

### Kaplan Virtual Education

Multimedia Designer *Jun 08 - May 09*  
Updated online curriculum by using HTML and/or CSS. Used Photoshop and Flash to create and edit instructional content. Edited and optimized video and audio files for online marketing.

### School Board of Broward County

Substitute Teacher *Dec 04 - Dec 08*  
Taught elementary, middle school, & high school students.

### Hybrid X3

Web Designer/Office Manager *Nov 03 - Aug 04*  
Developed websites using Dreamweaver and Photoshop. Updated website content and maintained website membership through a management system.

## computer skills

### Adobe Creative Suite

Proficient:

*Photoshop, Illustrator, Premiere, Dreamweaver, Fireworks*

Good working knowledge:

*Flash, InDesign, Acrobat*

Basic knowledge:

*After Effects, Encore, Audition*

### Languages

Proficient:

*HTML, CSS*

Good working knowledge:

*XML*

Basic knowledge:

*PHP, Actionscript, SQL*

### MS Office/Miscellaneous

Proficient:

*MS Word, MS Excel, Storyboarding, Final Cut Pro*

Good working knowledge:

*Sharepoint, MS PowerPoint, DVD Studio Pro*

Basic knowledge:

*MS Access, MS Visio*

## education

### Art Institute of Fort Lauderdale

Bachelors of Science Degree in

Interactive Media Design

*Magna Cum Laude 2008*



# *Gardimyr Pierre, MBA*

2110 Havana Drive  
Miramar, FL 33023  
Home: (954) 367-7762  
Cellular: (305) 962-3675  
Email: Gardimyr\_p@hotmail.com

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## *OBJECTIVE*

- To obtain a managerial position where I can utilize my work experiences, skills and educational background to the success and growth of your organization.
- 

## **HIGHLIGHTS**

- Masters of Business Administration (MBA), concentration in Management.
  - Four years of experience in preparing and managing budgets exceeding \$250,000.00.
  - Four years of experience in procurement, management and inventories.
  - Four years of upper management and supervisory experience.
  - Ten years of experience in IT support of software and hardware including software training.
  - Trained in special government/local law enforcement: Eden, L3 video, OSSI SunGuard and Netmotion.
  - Expert in financial and accounting software including Quick Books, Financial Edge, BlackBaud and Gradience.
  - Expert in Microsoft Office: Word, Excel, PowerPoint, Outlook, Project, Crystal Reports and Internet Explorer.
  - Specialized training in grant writing, Human Resources, and facilities management.
  - Proficient in English, French and Creole.
- 

## **WORK EXPERIENCE**

- **BUDGET PREPARATION**
  - Four years of experience in preparing and managing budgets. Including salaries, benefits adjustments and funds allocation.
- **PROCUREMENT**
  - Four years of experience in procurement management. Functions included: Taking bids for the purchase of new equipments and servicing contracts, reviewing RFP's (Request For Proposals) and selecting contractors.
- **MANAGEMENT EXPERIENCE**
  - Supervised up to 5 employees. Responsible for recruiting and provided training to new employees, volunteers and interns. Supervised employees for sports' programs, computer lab and the maintenance department.
- **INFORMATION TECHNOLOGY**
  - Ten years of experience with responsibilities include: managing computer lab,

provide computer training for employees, youth programs, board members, store managers, store employees and senior citizens; maintain and support computer workstations, servers; also for two years I was the only person in the IT department in charge of eighteen local sites throughout Miami Dade County and six branches throughout the state of Florida.

- Install, configure, and upgrade hardware and peripheral components (such as monitors, printers and scanners.)
- Provide basic support for telecommunications environment including dial up modems, access to network services, file transfer and associated software.
- Support the telephone, security alarm, access control, audio/visual and other electronic systems, as well as specialized software used in the processing of payroll, accounting, human resources, building permitting and other general services.

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### ***EMPLOYMENT EXPERIENCE***

**November 2007 – Current**

**IT Support Technician**

City of Miami Gardens, Miami Gardens, FL

Municipal Government

**August 2003 – November 2007**  
**Coordinator**

**IT Manager/Marketing**

Family Christian Association of America (FCAA), Miami, FL

Non-profit organization which focuses on: Family Services, Youth Development and Sports

**November 2005 – January 2007**

**Assistant Sales Rep./ Trainer**

Hewlett Packard/ Market Source, Miami, FL

Market Source is a subdivision of HP, which is in charge of sales and marketing

**July 1999 – January 2001**  
Florida Memorial University, Miami, FL  
Institution of higher learning

**Junior Computer Technician**

**June 1999 – May 2003**  
Florida Memorial College, Miami, FL  
College/ institution of higher learning

**Researcher's Assistant**

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## EDUCATION

**Florida Memorial University**

**Miami Gardens, FL**

Master in Business Administration/MBA; April 2008

- Concentration in management
- Graduated number four in my class

**Florida Memorial College**

**Miami Gardens, FL**

Bachelor of Science in Management Information Systems; May 2003

- Graduated Magna Cum Laude.
- Made the Dean's list every semester

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## *SKILLS AND CERTIFICATIONS*

- Financial Edge: accounting, finance and fundraising software.
- Languages: speak, write and read: English, French and Creole
- Received special executive training in: grant writing, facility management, and human resources management.

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## *HONORS & ORGANIZATION*

- Member/Vice-President/President of Club Haiti 1804 in 2002.
- Delegate Alpha Kappa Mu Honor Society.
- Vice President of Information Technology Club.
- Member of Environmental Studies and Water Management.
- Member of the National Black MBA Association, Inc. (NBMBA)

# CLAUDE L. CHARLES

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2294 S.W. 81 Ave. ♦ Miramar, Florida 33025 ♦ phone: 305-781-8325 ♦ email: ccharles01@yahoo.com

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## QUALIFICATIONS SUMMARY

10 years of technical and business experience in the areas of small business, systems administration, procurement, vendor management, training, web development, web marketing, and end-user technical support.

- **Certifications**

CCENT, Cisco Certification (Currently in Progress of Completing CCNA certification)

- **Education:**

MBA, St. Thomas University, Miami Gardens, Florida, June 2006

BBA in Information Systems, Florida International University, School of Business, Miami, Florida, April 2001

## TECHNICAL PROFICIENCY

**Business Desktop Applications:** Word, Excel, PowerPoint, Access, Outlook, FrontPage, Lotus Notes, Adobe Photoshop.

**Operating Systems:** Windows NT through Windows 7, Server 2003 and Server 2008, Exchange Server

**Networking:** LAN, WAN, TCP/IP, DHCP, Wireless technologies, DSL, and T1

**Hardware:** IBM, HP, Compaq, Dell, Cisco (MARS, ASA, Routers, and Switches)

**Programming:** HTML, Queries, Limited SQL, Visual Basic, Cisco IOS

## PROFESSIONAL WORK EXPERIENCE

IT Support Technician

December 2007 – Present

**City of Miami Gardens Police Department**

**City of Miami Gardens**

*The City of Miami Gardens was incorporated in 2003 and is the 3<sup>rd</sup> largest city in Miami-Dade County; The Police Department was incepted in December 2007 to serve the residents of the Community.*

- Aided with initial set-up and installation of police systems from mobile units to communications center.
- Developed adept proficiency with the OSSI law enforcement software suite (Mobile Field Reporting, Computer Aided Dispatch, and Records Management System).
- Maintained and helped design such systems as the in-car video recorders, both storing and providing Officers and other interested parties with in-car video footage.
- Led the deployment of over 100 laptops to be used by the officers in their vehicles, duties included imaging and testing the machines, maintaining logs of whom was to receive new equipment, working with the vendor to ensure laptop orders were correct and delivered on time.
- Led a project to outfit the new Public Works building with all IT infrastructure including ordering of fiber optic connection, in-building cabling and port/drop installations , and networking equipment necessary to set up building LAN.
- Provided city wide training in MS Excel and other technologies by creating training curriculum and documentation to aid departments in meeting individual goals.
- Have had the opportunity to learn and work with many new technologies from Cisco Wireless to MS Server 2008 and Virtualization technologies.

Technical Instructor

January 2007 – June 2007

**New Horizons Computer Learning Centers**

*New Horizons is the premiere computer and software training company in the nation.*

- Delivered instruction to large student groups on various software applications, including Microsoft Excel 2003, PowerPoint 2003 & 2007, Word 2003, Outlook 2003, Access 2007, Windows XP and Lotus Notes 6.5.
- In conjunction with the Organizational Learning dept. of Baptist Hospital, trained over 200 leaders (Managers and Supervisors) at all Baptist Health locations on the new Hospital HIM system.
- Customized training to meet the needs of various organizations and corporations.
- Created and tailored curriculum to individual students and class needs.

Consultant

January 2005 – January 2007

**Artist Brushstrokes, LLC, Delray Beach, Florida**

*An online global provider of high-end artist brushes to individuals, school districts, and retail stores.*

- Participated in the original web site design and ecommerce set-up and testing of over 1,000 products.
- Manage and develop online marketing activities with regular reports on ROI and future efforts to company owners.
- Provide overall business and category sales performance as well as key website metrics.
- Developed order fulfillment process work flows and customer email templates.
- Work with company technical partners to execute web site modifications.
- Respond to product inquiries received at trade shows, through hard copy advertising and electronic marketing (website).
- Conduct market research and feasibility studies as needed by management.
- Manage company customer database used in opt-in email marketing campaigns.

Microsystems Technician

August 2002 – April 2006

**Norwood and Parkview Elementary**

**Miami Dade County Public Schools, Miami, Florida**

*Miami-Dade County Public Schools is the fourth largest school district in the nation and the largest employer in South Florida area.*

- Led the administration of over 300 systems between two school sites.
- Provided training and technical support to Staff, Faculty, and Administration in current school technologies and software.
- Maintained school wide systems, including purchase of new equipment, h/w & s/w installation, and repair.
- Adhered to and implemented all District technology policy mandates at both school sites.
- Developed and maintained school website.
- Successfully completed training and certification courses as required by the District.

## Chapter 4 – Form 8 – Price Proposal Form

The following Proposal is presented to assist the Town in evaluating Proposals. The Total Proposal Amount will include all items described in the Section 2 for Information Technology Support Services for the RFP (the "Scope of Services"). Any additional services that are not included in the Agreement shall be performed at the request of the Town Manager. Payment shall be made on the basis of the Services actually performed and completed pursuant to the terms and conditions of the Agreement.

Name of Proposer: City of Miami Gardens

Name of authorized representative of proposer: Danny O. Crew

Total Base Proposal Amount for the three (3) year term of the Agreement if awarded:  
\$ 306,000.00

Also, please attach a Fee Schedule outlining hourly rates for each of the support services as listed in Section 2.1 of the Scope of Services. The Proposal Fee Schedule should include a base amount for all support services up to forty (40) hours and five (5) service days per week. Any additional services provided beyond the proposed base amount shall be provided at the hourly rate as listed in the attached fee schedule and any additional services must be pre-approved by the Town Manager. This amount should not exceed the Town's budgeted amount in the Town's FY 09-10 budget for IT Support services. Notwithstanding anything to the contrary contained herein, the schedule for service shall be determined by the Town Manager in his or her sole discretion. Fee schedule shall be inclusive of any travel expenses incurred.

By: \_\_\_\_\_

Danny O. Crew as City Manager  
Name Title

Witness or Notary Public: \_\_\_\_\_

### **SCHEDULE OF FEES**

As per requested in the RFP, the City of Miami Gardens will provide one (1) technician that will be on site at the Town of Miami Lakes for a minimum of thirty (30) hours per week. This person will be a Senior Technician with a minimum of 6 years of experience in the IT field.

Strategic Planning, budgeting, as well as upper level IT Support and Services will be provided by Ron McKenzie, Director of Information Technology with support from Applications Systems Managers Ricardo Castillo and Tristan Lattibeaudiere. It is estimated that support from one of our senior members for issues at the Town of Miami Lakes will be approximately ten (10) hours a week. The total amount of hours for normal support will be forty (40) per week, which complies with what is requested in the RFP.

The Town of Miami Lakes will have access to the skill sets provided by the entire City of Miami Gardens Information Technology Department for support. Normal hours of operation for support will coincide with the normal hours of operation for the Town of Miami Lakes (8:30 AM – 5:30 P).

Additional support in excess of forty (40) hours per week will be billed as follows:

- **Standard Support Operations**                         **\$50.00 per hour**
- **Senior Staff Support**                                 **\$60.00 per hour**
- **Director of Information Technology**                 **\$75.00 per hour**

Pricing for items that fall outside of the scope of work will be handled as a separate project and result in a new Scope of Work for that project.



## **Chapter 5 – Methodology/Approach**

The City of Miami Gardens is a local municipality in Miami-Dade County, just like the Town of Miami Lakes. As such, CMGIT fully understands the various business operations and the needs of the organization to communicate efficiently with the public. The Methodology of our Information Technology Team can be divided into six (6) phases. They are:

1. Evaluate/Assess
2. Document the “As Is” State
3. Understand the Vision, Goals and Strategic Strategy of the Organization
4. Plan and Design the “To Be” State
5. Work with the Organization (Business Area) to get there/ Implement the Plan
6. Maintain the Systems and Services

This methodology is repeatable and is used to re-evaluate whether or not change is needed, and if needed, how that change will be implemented. We intend to use this same approach at the Town of Miami Lakes. Below are the details of this methodology/approach.

### **1. Evaluate/Assess**

- Inventory all technology assets for the Town
- Inventory all Telecommunication Services (circuits, phone lines, cell phones, etc.) for Town
- Inventory all IT services being paid for by the Town

Once Inventory is complete, we will assess the information to see if there are any duplications in business processes or IT related vendor payments. The Goal of phase 1 is to make sure that we are making the best use of the resources that the Town already has.

### **2. Document the “As Is” State**

- Compile and report findings from the Inventory
- Document any and all suggestions for changes to better utilize existing infrastructure
- Compose technical drawings of existing network
- Document configuration of servers
- Document relationships between applications and business processes

The goal of phase 2 is to ensure that before any changes are made, there is documentation on the current status of the system. This will allow CMGIT to roll back to the previous configuration should any glitches in the system occur. It is also the basis by which achievements can be tracked. It allows for a clear baseline.

### **3. Understand the Vision, Goals and Strategic Strategy of the Organization**

- Sit down with City Manager (or his representative) to better understand the vision and goals of the Town
- Sit down with each Department Head to get an understanding of the vision and goals of the department and their strategic plan for achieving them.
- Attend Council Meetings to get a better understanding of the vision and goals of the Mayor, Council and residents.

Information Technology is a tool by which efficiency increases. Once we have a better understanding of the vision, goals and strategic strategy, we can use the tools provided by information technology to achieve those goals. It is only through this method that we can devise a Strategic Plan for Information Technology at the Town of Miami Lakes.

### **4. Plan and Design the “To Be” State**

- Plan and Design the equipment needed
- Plan and Design recommendations for the Policies and Procedures that will be needed and present them to the City Manager.
- Research and Present appropriate documentation to City Manager of Plans and Designs
- Establish Cost, time frames and resources needed for achieving the goals
- Ensure that no conflicts exist in migration from “As Is” to “To Be” States
- Present Project Plan to City Manager for all projects needed to reach the “To Be” State

The goal of phase 4 is to create and present a Strategic Plan for Information Technology for the Town of Miami Lakes.

### **5. Work with the Organization (Business Area) to get there/ Implement the Plan**

- Discuss Strategic Plan with all stakeholders.
- Establish more defined time line on when changes will occur and which areas will be affected.
- Work with Departments (Business Areas) to ensure implementation and use is actually achieving the intended goal.
- Establish metrics for ensuring goals are met through implementation process

The goal of phase 5 is the implementation phase of the plan. It is important to define and use a metric for measuring whether or not the desired goal is met. The City of Miami Gardens will work with the Town of Miami Lakes to come up with those metrics. It is key that all stakeholders are involved in the implementation and evaluation process.

## **6. Maintain the Systems and Services**

- **Keep all systems up and running at a highly efficient state.**
- **Provide Excellent Customer Services**
- **Maintain fiscal responsibility**

The heart of our methodology is to provide and maintain highly effective systems. CMGIT will provide excellent customer services. Our IT Team takes a proactive approach to maintenance. If proper maintenance is performed and best practices for systems management is applied to our systems, we will have minimal down time or interruptions. Although we all know that change is a constant, we fully understand that consistency, in the ability to use Information Technology, is a driving factor for business operations.

The City of Miami Gardens is in the midst of designing and planning our new City Hall complex, slated for completion in 2012. We are aware that the Town of Miami Lakes is also in the process of designing and planning for your new City Hall as well. We understand the challenges of building and enterprise from the ground up and we understand the importance of sustaining effective systems throughout transition. We are the right staff, the right methodology and the right tools to get our city to the "To Be" State that we envision and we are confident that we can do the same for the Town of Miami Lakes.

## Chapter 6 – Support Services Questionnaire Responses

### A. Is Help Desk Support Available?

Yes, help desk is available for Tier 1, 2 and 3 level support.

### B. When is support available? (Indicate XX A.M. to XX P.M. and the days of the week)?

Support is available 8:00 AM to 5:00 PM, Monday through Friday. On Call support will respond to issues within two (2) hours and is available at the rate quoted in the Fee Schedule.

### C. How are charges for support structured, documented and tracked?

There are no separate charges for support as it is included within our Technical Administrative Services. Request for support are entered into the Helpdesk system which generates and tracks all tickets.

### D. Do you provide a Toll-Free support number?

No, we provide a local number for support.

### E. Please describe your problem escalation process, including:

- **Initial problem identification ( hand-off from helpdesk)**
- **Triage for priority and severity of problem**
- **Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory**
- **Final authority regarding conflicts.**

When a user has an issue with an IT asset, they must notify the helpdesk. Users will have two ways to contact the helpdesk. The preferred way of notification is via email. Email messages to the helpdesk will automatically create a trouble ticket. Users can also submit a request for help by calling the helpdesk directly.

- Most issues can be addressed immediately or within an hour.
- CMGIT Service Level Agreement (SLA) is to get back to the user within two hours.
- If the issue is of a specific skillset that the technician does not have, he/she will escalate it immediately.
- If a major system is out, that takes priority. The technician will notify the City Manager of the Town of Miami Lakes (or his representative) as soon as he is made aware of the outage. The issue will then be escalated immediately to the Director of IT for the City of Miami Gardens. At that point, the Director will bring in the proper resources to resolve the issue.
- The onsite Technician will review all support tickets and determine the priority of the tickets as well as the make a determination of the resources necessary to address the issues.

- Prioritization will be given to the criticality of the issue and to position of the requestor.
- Any issues not resolved in a satisfactory manner or within a timely manner should be escalated to the Director of IT for the City of Miami Gardens. He will ultimately be responsible for resolving the issue.

**F: Indicate your response time and goal and also your statistics regarding meeting that goal.**

System outages are handled immediately Monday through Friday from 8:30am to 5:30pm based on helpdesk ticket submission. Day to day trouble tickets will be responded to within two hours. Our goal is maintain at least a 95% customer satisfaction rating based on surveys sent to and filled out by users after ticket resolution and by checking resolution time/SLA ratios.

**G: Beyond the scope of this RFP, what services (related or otherwise) does your organization provide that may be of interest to the town?**

Our IT Department is capable of providing

- Multimedia design and Implementation
- VOIP design, implementation and maintenance
- Duplicate Server housing for the Town of Miami Lakes in one of our buildings
- Website Design
- Public Safety Systems design, implementation and maintenance