

RESOLUTION NO.: 95 - 2020
INTRODUCED BY: Council President Cotton-Henry

A RESOLUTION AUTHORIZING AN AGREEMENT WITH PC ALTERNATIVES, LLC FOR ADDITIONAL INFORMATION TECHNOLOGY SUPPORT SERVICES FOR THE CITY.

WHEREAS, pursuant to Resolution No. 40-2020, adopted by this Council on April 14, 2020, this Council authorized, pursuant to a request for proposals, a contract with PC Alternatives, LLC for standard information technology ("IT") services for calendar year 2020 in an amount not to exceed \$6,000;

WHEREAS, this Council finds that additional IT services are needed in order to adequately protect and secure important City information that is communicated and stored electronically;

WHEREAS, PC Alternatives has served the City's information technology, video recording and telecommunications needs for several years, has provided reliable service and is familiar with the City's IT equipment;

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Richmond Heights, State of Ohio, that:

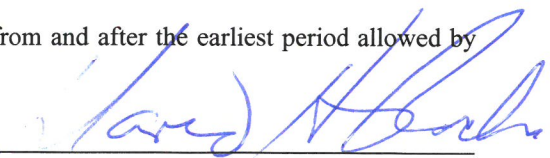
Section 1: The Mayor is authorized to enter into a contract with PC Alternatives, LLC for additional information technology support services for a term of one year to commence as of October 1, 2020, and continue through September 30, 2021, as set forth in the attached list of services and costs which is fully incorporated by reference into this Resolution and which shall not exceed \$ 25,000.

Section 2: To the extent it is necessary, the Director of Finance is authorized to appropriate to a proper account a sum sufficient to cover the costs of the agreement authorized in Section 1 of this Resolution.

Section 3: It is found and determined that all formal actions of this Council concerning and relating to the adoption of this Resolution were adopted in an open meeting of this Council, and that all deliberations of this Council and of any of its committees that resulted in such formal action, were in meetings open to the public, in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code.

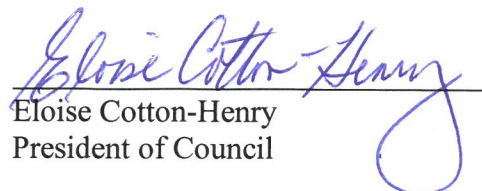
Section 4: This Resolution shall take effect and be in force from and after the earliest period allowed by law.

PASSED: Nov. 10, 2020


David H. Roche, Mayor

APPROVED: Nov 10, 2020

ATTEST: Betsy Trahen
Betsy Trahen
Clerk of Council


Eloise Cotton-Henry
President of Council

Item	Description	Estimated Amount*
Firewall Security	FortiGuard's certified and proven security protection provides comprehensive security services, updates, and protection for the full range of a Fortinet router/firewall.	<i>Fortinet Enterprise Firewall: \$1179.99 FortiGuard threat detection software subscription: \$960.00/year. One-time install/setup: \$950.00</i>
LAN/WAN Security	Seamlessly manage desktops, laptops, tablets, smartphones and other mobile devices from one dashboard. Our cloud-based technology includes real time reporting and remote management.	<i>Qustodio Enterprise \$114.95/mo. One-time install/setup: \$2100.00</i>
Anti-malware/Anti-virus Software	Protects computers from malware/virus attacks. Performs un-attended daily system scans.	<i>Eset NOD 32 \$39.99/yr./user One-time setup and programming labor: \$2100.00</i>
Recommended best practices for maintaining city IT asset security	We will harden all passwords to strong 16-character random words/phrases. Remove user's ability to change passwords. All passwords receive 90-day mandatory change by IT. Employees receive required monthly phishing and cyber security training by IT.	<i>One-time setup and programming labor: \$2650.00 Phishing training software subscription: \$725/yr./30 users.</i>
City software versioning mgmt.	All city employees should use Microsoft 365 Business Standard	<i>MS 365 Business Std. \$12.50/mo./user One-time Installation/data migration cost: \$3790.00</i>

*Some amounts may vary depending on the number of licenses purchased. In addition, some prices could change depending on when we actually make the purchases.

Strategic action plan (With your consent, we will execute these actions under our current maintenance agreement.)

1. Systems/Network Security

- We will install and configure anti-malware/anti-virus software on the server, workstations and laptops. We'll include a proactive interface that will allow intrusion monitoring and firewall management. Passwords and PIN numbers will be managed and updated regularly on all of your computers, including mobile devices. We can discuss frequency. Network and data security is always of utmost important to us. We will provide you with reliable, trustworthy data and system security.

2. Data Security

- We will continue our dependable, triple-redundant backup plan that allows us to archive and verify data integrity before there is a loss. (we use on-site and cloud storage) We will continue to monitor your daily backups and alert you whenever we detect a problem at city hall. We will also review with you our simple disaster recovery plan and preventative data maintenance. This plan is inexpensive and easy to manage.

3. Systems Management

- Our goal here is to establish a fast and efficient computer network. That includes replacing your current MS Office software version and upgrading to professional business class version. In addition, we recommend data policy changes regarding IT equipment and system software/hardware audits. We can greatly assist you in your effort to move towards a secure and high performance operation. We will standardize access to the city server and create a uniform approach to data retrieval and synchronization on your mobile devices.

Configuring Council Chambers video recording (We will provide this fix as part of our existing service agreement)

- We can setup the audio/video to both record to YouTube and stream live via Zoom.
- We will live stream a Zoom Meeting using most of the current equipment. This allows council members to join the meeting via Zoom while also streaming it via YouTube. During the live event, there will be an approximate 20-second delay between the actual Zoom Meeting and the Live stream.

PC Alternatives, LLC currently serves several municipalities in the greater Cleveland area. In most of these cities we provide IT, telecom and technical support for all computer and communication systems. We have been in business in northeast Ohio for over 25 years and we attribute our longevity to reliability and integrity. We appreciate your interest in our services and trust that we will have the opportunity to work with you on improving IT matters at Richmond Hts. Should you have any questions, please do not hesitate to call me at 216.407.1500 (mobile).

Kindest Regards,

Will

Will H. Robinson

IT Services

PC Alternatives, LLC

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