

1 **BILL NO. S-23-03-03**

2 **ORDINANCE NO. S-_____**

3
4 **AN ORDINANCE** approving the purchase of hardware
5 needed for network upgrades at the Public Safety Academy
6 at a total cost of \$293,117 from and through Resultant, LLC.
by the City of Fort Wayne, Indiana,

7 **WHEREAS**, the City of Fort Wayne has acquired the full use of the Public Safety
8 Academy,

9 **WHEREAS**, as previous tenants have left the Public Safety Academy they have removed
their network equipment,

10 **WHEREAS**, wired and wireless networks are needed for the full use and operation of the
11 Public Safety Academy,

12 **NOW, THEREFORE, BE IT ORDAINED BY THE COMMON COUNCIL OF**
13 **THE CITY OF FORT WAYNE, INDIANA:**

14 **SECTION 1.** That the purchase of network hardware for the full use and
15 operation of the Public Safety Academy from Resultant, LLC for a total of cost to the City of
16 \$293,117 is hereby approved in all respects.

17 **SECTION 2.** That the City is authorized and directed to take all action
18 necessary for the purchase of this system by and through Resultant, LLC.

19 **SECTION 3.** That this Ordinance shall be in full force and effect from and
20 after its passage and any and all necessary approval by the Mayor.

21 _____
Council Member

22
23 **APPROVED AS TO FORM AND LEGALITY**

24
25 _____
Malak Heiny, City Attorney

| STATEMENT OF WORK |

PSA Building Infrastructure Project

| City of Fort Wayne, IN

CITY OF FORT WAYNE AND ALLEN COUNTY AND RESULTANT, LLC
MASTER SERVICES AGREEMENT FOR STRATEGIC INFORMATION
TECHNOLOGY OUTSOURCING SERVICES, INFRASTRUCTURE AND
APPLICATION SERVICES.

May 05, 2022



City of Fort Wayne, IN
200 E. Berry St., Suite 470
Fort Wayne, IN
46802

May 05, 2022

Dear James Haley,

Thank you for the opportunity to serve City of Fort Wayne, IN. Resultant, LLC is pleased to provide this proposal, which includes information regarding your goals, as well as an agreement that details our proposed approach. This agreement and the solution described within it were prepared after careful consideration of our discussions with you. Given our understanding of your unique organization and situation, our recommended solution will help you achieve your goals.

We recognize that you have an important decision to make as you seek these services. If you would like to accept our proposed agreement, please record your electronic signature at the end of this document no later than December 25, 2022 . If you have questions about this agreement, please contact me at seack@resultant.com.

Sincerely,
Shane Eack

Resultant, LLC
www.Resultant.com



About Resultant

Resultant began in 2008 when a passionate group of problem solvers came together to form KSM Consulting—an IT advisory group on a mission to help our clients, coworkers, and communities thrive. Though we shared the KSM name from a former partnership, our team quickly forged an identity of our own, developing a groundbreaking approach to empathy-based problem solving that differentiated us in our industry.

For over a decade, Resultant has successfully partnered with clients in the public and private sectors to help them overcome their most complex challenges, creating better outcomes for people and organizations. Through growth and success, we've been writing our own story, all while staying true to our values.



Empathy



Fearless
Problem Solving



Deep Expertise



Client Focus

Resultant adopted Design Thinking methodology to develop customized solutions for clients. An empathetic and collaborative approach to problem solving, Design Thinking allows Resultant to offer innovative ideas and find the best solution. Understanding that each client's circumstances are entirely unique, Resultant dedicates our thought leadership, perseverance, technical depth, and fearless approach to problem solving to helping clients achieve success.

So, in 2021, after a collaborative and thorough process, we finally arrived at a title that embodied our team's unique approach to problem-solving and authentically represented our people, [RESULTANT](#).

Resultants are those who purposefully come together to produce a positive outcome. This new name embodies our team's approach of deep expertise with a human focus while symbolizing our commitment to empathy and collaboration. You will experience the same passionate people, and transformational solutions that you know and trust from our team. We are not changing with our new name—we're more ourselves than ever. **Resultant** is an Indianapolis-based technology, data, and management consulting firm that provides IT managed services, technology assessments, strategic road mapping, project management, and other organizational change management services. Since 2008, Resultant has grown in services, client base, and number of employees. Our team's technical depth, perseverance, and client-focused approach has positioned us as a trusted advisor that our clients can count on.



Resultant works with clients to help better achieve their organizational goals by maximizing their people, processes, and technology. We passionately believe that client success with IT implementation is measured by adoption, not simply project completion, and our project management focuses heavily on change management efforts to support company-wide approval.

What We Do

Resultant works to understand your current state and challenge, where you desire to go, how to get there together, and what support is needed to continue a sustainable direction.

TECHNOLOGY SERVICES

Technology engineers, analysts, and leaders that help organizations design, implement, operate, and optimize technology solutions.

- Dev Ops
- Network & Infrastructure
- Cloud Services
- Security
- Contact Center
- App Dev
- Software

ADVANCED DATA ANALYTICS

Teams of advanced data scientists, data engineers, analysts, and subject-matter experts, implementing data solutions in your organization.

- Business Intelligence
- Data Governance
- Data Architect
- Data Solutions
- Data Science
- Machine Learning

NEXT-GEN PRODUCTS

A solution-agnostic approach to bringing our clients the best products for their technology needs.

- Google
- Microsoft
- Amazon
- CoRE
- Barracuda
- Cisco
- Fortinet

DIGITAL TRANSFORMATION

A team of consultants, subject matter experts, and change and delivery management professions, ensuring you achieve your roadmap for the future.

- Assessments
- Strategy
- Roadmaps
- People
- Process
- Project Assurance
- Change Management
- IV&V
- PM/BA

MANAGED SERVICES

Ongoing strategic and day-to-day technical services to achieve long-term transformation and support for tech, data, organizational environment.

- Helpdesk
- Infrastructure
- Cloud
- Identity
- Cybersecurity
- Applications
- AssA
- Data
- BPO
- Partners

Resultant's technical depth, perseverance, and client-focused approach has positioned us as a trusted advisor our clients can count on. Expertise in technology, data, and project management consulting, including specific experience with IT managed services, technology assessments, strategic road mapping, and organizational change management helps us provide impactful services for our clients nationally.

The team includes project managers, business analysts, technical subject matter experts (SMEs), and infrastructure and cloud SMEs. The technical skillsets paired with strategic business experience ensure clients' solutions are completed with both technical and change management expertise.

We bring the right partners to deliver you the best solution—rather than the same solution—for every client. Resultant is a solution-agnostic organization with deep relationships with Microsoft, AWS, Google, and other providers. We partner with key organizations who have consistently delivered value and benefit to our clients, including, Barracuda, Fortinet, VMware, Trend Micro, KnowBe4, Ring Central, Expedient and many others. These partnerships provide our clients access to preferred pricing and support additional training resources to continually train and improve Resultant's technical resources. Our expertise in Microsoft solutions has made us a preferred partner for organizations of all types.

Resultant provides the entire spectrum of services—from strategic to technical—and we are wholly committed to client satisfaction. In fact, "client-focused" is one of our core values. Our client satisfaction rate has consistently been over 95%. We are a Microsoft Gold Partner and are ranked in the top 1% of all Microsoft Partners in the country for cloud migrations. We are also an SAP Silver Partner, leading some of the most interesting uses of their data analytics technology in the country. Additionally, Resultant was named the Barracuda Regional Rising Star of the year in 2018 for the central United States.

Resultant's pool of technical resources is vast, versatile, and professionally qualified with extensive experience working for both public and private sector entities. The team is committed to remaining up to date on the latest technology products and solutions. Employees are encouraged to actively participate in user groups, opportunities with partners, and utilize in-person and online training applicable to their individual growth plans.



Agreement | City of Fort Wayne, IN

In this Agreement, you may be referred to as "Client," "you," or "your" and you and Resultant may each be referred to as a "party" or collectively as the "parties."

INTRODUCTION

The City of Fort Wayne, IN has taken over occupancy of the Public Safety Academy building located at 7602 Patriot Xing, Fort Wayne, IN 46816. Previously this space had been mostly occupied by Ivy Tech Community College. When the college relocated they removed equipment that they owned, and it represented the vast majority of IT infrastructure required to supply wired and wireless connectivity throughout the facility.

The objective of this engagement is to install and configure the network infrastructure required to supply wired and wireless connectivity to City of Fort Wayne, IN through out the Public Safety Academy building. The project has been scoped to allow for installation of wireless access points, access control systems, video security cameras, voip phones, computers, and printers. It has been determined, through discussion with the teams intending to utilize the facility, that the current need is for 220 end users devices.

To allow for pervasive wireless network penetration, a suggested wireless deployment has been generated by the hardware vendor Meraki and it suggests the installation of 56 wireless access points. It will be required for City of Fort Wayne, IN building maintenance to make several new network cable runs to support the installation of the wireless network access points.



SCOPE OF WORK

To achieve your objective, Resultant will deploy all new network hardware in the following manner. Engineers will work to define the network addresses and segmentation needed for the facility. Equipment will be received, un-boxed, verified, and registered prior to installation.

A UPS and PDU will be installed in each of the 4 IDF's for device protection and network availability through momentary power disruptions. The devices will be specified and setup to align with the ongoing UPS replacement project goals. The units will be setup in the new UPS monitoring solution for alerting and ongoing maintenance.

The network switches will be installed and configured in a stack in each IDF to fulfill the current port requirements of each area. Existing backbone fiber runs will be used to connect the IDF switching to the MDF. If there are issues with the existing fiber runs that either don't work or are insufficient to operate consistently, a plan will be developed and put forth for resolution. This may include a change order for any additional labor required of Resultant resources to complete.

In conjunction with City of Fort Wayne, IN building maintenance staff, Resultant will install the new wireless access points. Existing cable runs will be used as much as possible but the state of current structure wiring is unknown at this time. In the event that network cable runs are either insufficient or inoperable, Resultant will task the City of Fort Wayne, IN building maintenance staff with making new network cable runs. There will be several access points installed that may require City of Fort Wayne, IN building maintenance staff to install in high places or ceilings. Resultant engineers will not operate man lifts nor climb ladders higher than 12 feet. A wireless network will be configured for production network access using domain credentials. This is identical to the proof of concept currently deployed in the City Utilities office on the second floor of the Citizens Square building. Guest network access will be configured with a terms of service agreement similarly to the aforementioned proof of concept.

Resultant engineers will install a set of Meraki firewalls in a high availability configuration. The building has an internet connection already in use and will be utilized to configure an IPSEC VPN tunnel back to the CFWAC datacenter for access to CFWAC system resources.

The solution will be implemented in the following manner:

	TIMELINE	NOTES
Phase I - Preparation	Week 1 - 2	Define network IP space and segmentation. Receive and pre-configure network equipment.
Phase II - Deployment	Week 2 - 4	Installation and configuration of network hardware. Working with building maintenance for network cable runs and AP installations.
Phase III - Configuration	Week 4	Final network configurations and adjustments when set for production use.
Post Support	Ongoing	Post Support for any items stemming from the work performed under this agreement
Project Operations	Ongoing	Documentation, Travel, Communications & Meetings, Project Coordination



Roles and Responsibilities

The Resultant team will leverage the following roles and responsibilities to complete work for this project. The level of effort for each role will fluctuate based on the project phase and exact demands of the project. We are committed to the success of the scope of work and will ensure resources applied are sufficient to accomplish this project. Additional delivery resources may be applied to the project as appropriate.

ROLE	RESPONSIBILITIES
Project Manager	• Oversees detailed project delivery • Collaborates with stakeholders to refine requirements • Coordinates efforts between Resultant, City of Fort Wayne, IN, and any other appropriate third parties • Identifies risks and issues and takes appropriate actions
Solution Architect	• Works with project stakeholders to convert business requirements to technical requirements • Creates technical roadmap for fulfilling requirements • Oversees implementation of roadmap • Reviews designs for risks and adjusts accordingly
Network Engineer	• Performs the implementation and configuration of network devices or services • Works with the Solution Architect on any required changes in implementation • Creates network documentation • Reviews all configurations for quality and adherence to established best practices • Implements features and functionalities • Provides ongoing support during the support period
Systems Engineer	• Performs the implementation and configuration of system devices or services • Works with the Solution Architect on any required changes in implementation • Creates and implements cloud infrastructure • Reviews all configurations for quality and adherence to established best practices • Implements features and functions • Provides ongoing support during the support period



FEES

This Agreement includes labor fees at a fixed fee of \$54,300, as well as quotes for the purchase of hardware and software totaling \$293,116.42.

The total project cost is \$347,416.42

Labor Fees

ESTIMATED TIMELINE	TOTAL COST
4 Weeks	\$54,300

This is a fixed-fee engagement. City of Fort Wayne, IN will be invoiced upon completion of the project for the fees listed above, plus out-of-pocket expenses including travel. Fees were developed based on the assumptions included in this Agreement. Fees for services outside the scope of this agreement, if any, will be billed based on the time incurred at the standard hourly rates.



Hardware and Software

You may require new, additional, or changed subscriptions for one or more products in order for the work set forth in this Agreement to be completed. A purchase order for any products you may choose to order through Resultant will be completed separately. Some products may be purchased directly from the software vendor. An example of the type of additional product costs you may incur is set forth below and is based on Resultant's discussions with you and assumptions made about the work. After this Agreement is fully-executed, Resultant will perform analysis to determine your options including product options and number of licenses recommended. The terms and conditions in this Agreement for software and licenses will apply.

DESCRIPTION	QTY	UNIT COST	TOTAL COST
Cisco Indiana QPA Purchase			
Meraki MS355-48X-HW Switch	14	\$12,240.79	\$171,371.06
Meraki MS355-48X-HW License 5yr	14	\$1,308.98	\$18,325.72
Meraki MR44 AP's	56	\$845.76	\$47,362.56
Meraki MR44 License 3yr	56	\$194.89	\$10,913.84
Meraki Firewall MX105-HW	2	\$4,876.15	\$9,752.30
Meraki Firewall Adv Security License 3yr	1	\$9,106.76	\$9,106.76
Meraki MS120-8FP PoE Switch	1	\$904.71	\$904.71
Meraki MS120-8FP Ent License 3 Year	1	\$84.45	\$84.45
Meraki 40GbE QSFP Cable, 0.5 Meter	14	\$71.53	\$1,001.42
Meraki 40GbE QSFP Cable, 1 Meter	4	\$143.07	\$572.28
Meraki 10G Base SR Multi-Mode	16	\$647.34	\$10,357.44
Standard Procurement Process			
APC SMT2200RM2UNC with LAN	4	\$2,064.99	\$8,259.96
APC switched rack PDU 19" AP7900B	4	\$737.99	\$2,951.96
Patch Cables 1ft CAT6PC-001-BL-25PAK	4	\$68.99	\$275.96
Patch Cables 6inch EVNSL641-06IN	400	\$3.69	\$1,476.00
Estimated Shipping Charges			\$400.00
Total One-Time Cost			\$293,116.42



ASSUMPTIONS

Resultant made the following assumptions in preparing this Agreement: Changes in these assumptions, or updated information, may require an increase in fees, which will be jointly agreed upon by Resultant and you.

1. You will make one Executive Sponsor available for this Statement of Work. The Executive Sponsor will have the authority to make and approve final decisions related to the work, and will facilitate access to administrative support, as may be required, to schedule meetings or obtain documentation.
2. You will provide any documentation and information requested by Resultant within a timely manner (typically 2-3 business days) to support the work. You will make a best effort to obtain any relevant documentation from vendors.
3. You will make key stakeholders and subject matter experts available to the Resultant engagement team to ensure a complete understanding of needs and to make day-to-day decisions.
4. Resultant is not providing legal advice or any attestation of the state of security within your environment.
5. You will provide or approve access to internal or external systems necessary to complete the work. Resultant recommends these permissions and access be established prior to the project start. Project timelines will not begin until required access is granted.
6. Estimated fees assume that unusual or unexpected circumstances do not occur during the engagement. This fee estimate assumes that nature of operations does not differ materially from the information reviewed in connection with the preparation of this agreement.
7. Any additional work effort requested by City of Fort Wayne, IN will be defined and estimated prior to commencement of new work for your review and approval.
8. Unless otherwise defined Resultant will utilize its own tool sets for project delivery. You are agreeing to the installation of required Resultant software and hardware tool sets for the completion of project work.



RISKS

The following section describes the known and/or anticipated risks associated with the project and our team's mitigation strategies.

1. Difficulty engaging subject matter experts, division executives, or competing priorities.
2. Changing rules and regulations surrounding the use of hosting and other technologies (i.e., cloud vendor hosting contracts).
3. Slow decision making or changes to decisions related to the use of specific software, policies, or technologies.
4. During the execution of project work there is potential for service impact or outages to systems being worked on or systems adjacent to the system being worked on.
5. Working with source system data can lead to discoveries of gaps or poor condition during the project. Resultant will inform City of Fort Wayne, IN when conditions indicate the work is more challenging than expected. These situations can cause the estimated efforts and cost to increase. Resultant will provide estimated impacts when the impact is material to the cost of the project.
6. Migration or conversion of data during execution of this project may lead to loss of data.
7. Delays in hardware procurement, including delays in shipping, may delay implementation timelines.
8. Availability of City of Fort Wayne, IN key resources for this project delay implementation timelines.



AGREEMENT ACCEPTANCE

IN WITNESS WHEREOF, the Parties have agreed to the Terms and executed this Agreement.

City of Fort Wayne, IN

Garry Morr

Date

Resultant

Ryan J. Schebler, Chief Revenue Officer

Date

COUNCIL DIGEST SHEET

Enclosed with this introduction form is a tab sheet and related material from the vendor(s) who submitted bid(s). Purchasing Department is providing this information to Council as an overview of this award.

RFPs & BIDS

Bid/RFP #	N/A
Awarded To	Resultant
Amount	\$293,117
Conflict of interest on file?	☒ Yes ☐ No
Number of Registrants	N/A
Number of Bidders	N/A
Required Attachments	

EXTENSIONS

Date Last Bid Out	N/A
# Extensions Granted To Date	N/A

SPECIAL PROCUREMENT

Contract #/ID (State, Federal, Piggyback--Authority)	N/A
Sole Source/ Compatibility Justification	

BID CRITERIA *(Take Buy Indiana requirements into consideration.)*

Most Responsible, Responsive Lowest	☒ Yes ☐ No <i>If no, explain below</i>
If not lowest, explain	Bought through Indiana's state quantity purchase agreement (QPA), a competitive bid process run by the State.

COUNCIL DIGEST SHEET

COST COMPARISON

<i>Increase/decrease amount from prior years For annual purchase (if available).</i>	N/A
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DESCRIPTION OF PROJECT / NEED

<i>Identify need for project & describe project; attach supporting documents as necessary.</i>	Network equipment needed to run the Public Safety Academy

REQUEST FOR PRIOR APPROVAL

<i>Provide justification if prior approval is being requested.</i>	N/A

FUNDING SOURCE

<i>Account Information.</i>	General Fund - IT Other Services – Maintenance Agreement Software
	Fund Org Object = 0010-00022602-5213 and 0010-00022604-5444

Fort Wayne City Council
c/o City Clerk' Office
200 East Berry Street
Fort Wayne, IN 46802

Subject: Public Safety Academy Hardware

Members of City Council:

This ordinance is to authorize the purchase hardware needed for network upgrades at the Public Safety Academy at a cost of \$293,117 from Resultant, LLC.

Resultant is purchasing the hardware through Indiana QPA agreements and is not marking on the price of these components.

Resultant is providing the technical expertise to install the hardware, and those services are covered under a separate contract for \$54,000. This project will coordinate with larger security projects by the City, County, and Utility to increase our security profile by meeting the new network standards set by that project.

This project is needed because the previous tenants used their own network equipment. Providing telephones and data connections in those office requires the purchase of our own network equipment.

If you have any questions, please call me at 427-1461.

James Haley
CIO
City of Fort Wayne