



MEMORANDUM CITY STANDARD APPROVAL

TO: Paul Narcisse, Chief Procurement Officer
FROM: Don Marese, Assistant IT Director *DM*
SUBJECT: ROK Technologies, LLC
DATE: May 4, 2026

Background: The City of Delray Beach utilizes cloud managed services through ROK Technologies, LLC (hereafter referred to as ROK) to host the City of Delray Beach's GIS Environment. The hosting of the GIS environment is necessary as GIS services and layers are used for many City applications such as Enterprise Permitting & Licensing Development Services software, Cityworks Asset Management and Work Order software, GIS Enterprise Mapping as well as direct links to Public Safety software.. The hosting services provided by ROK ensures the system is up and functional 99.99% of the time, including Disaster Recovery and Business Continuity. All City departments utilize the GIS applications daily without knowing it. The request at this time is the continuance of Rok Technologies GIS hosting and support for the next 5 years, at a cost not to exceed \$360,000 over the 5-year period.

Justification: The ROK Team has over 20 years of experience in the design, maintenance and optimization of cloud-based GIS solutions. All of our GIS data, layers and services reside in ROK's cloud hosted system. Their servers are located in a secure data center in Virginia, where the data is physically and electronically kept secure. Data is backed up incrementally every 15 minutes. The use of a hosted GIS environment, matches the City direction for Disaster Recovery and Business Continuity. ROK has been working with the City for the last 3+ years. City staff is recommending a new Master Services Agreement with ROK for 5 years for cloud based GIS hosting. In summary, the ROK GIS solution has provided efficiencies and met the expectations of the organization. ROK's GIS hosting is utilized by many agencies, including cities, community service districts, and other government and not for profit agencies, etc.

The following are additional reasons for the City of Delray Beach's continued use of ROK Technologies, services as a City Standard and to dispense the procurement requirements for this Agreement pursuant to Delray Beach Purchasing Policies.

- ROK is a premier ESRI Platinum partner and handles all ESRI updates to servers and clients.
- The City has gained much experience in using GIS through ROK technologies.
- ROK's support for their products has been adequate.
- The cost to switch and the time required to switch from ROK services would distract the team from reaching the City's Strategic Objectives.
- The cost to renew the software and services has been stable and predictable.
- The application meets IT Security Standards.

Market Research: ROK Technologies is a specialized Managed Cloud Services Provider (MSP) focused exclusively on Esri's ArcGIS Enterprise software. As an Esri Platinum Partner and Cloud Specialty Partner (AWS/Azure/GCP), they act as an outsourced IT department for GIS infrastructure, handling migration, hosting, management, and virtualization. ROK has a strong focus on State and Local Government Agencies and very few competitors.

Quote or Proposal is attached: Yes No

Comments: _____

Approved. This City Standard approval is valid for 60 months from date of approval. Attach this City Standard Approval to all requisitions for this item.

Need Additional Information Not Approved

Comments: _____

Paul Narcisse
Paul Narcisse (May 12, 2026 11:28:46 EDT)
Chief Procurement Officer

May 12, 2026
Date

Jay Stacy May 12, 2026
Information Technology (IT) Director Date









CS2026-018 ROK

Final Audit Report

2026-05-12

Created:	2026-05-12
By:	Joel Burzynski (burzynskij@mydelraybeach.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAZn9eaNfmtJ6x1aGppb2FoMVR1FqxWtnk

"CS2026-018 ROK" History

-  Document created by Joel Burzynski (burzynskij@mydelraybeach.com)
2026-05-12 - 1:31:33 PM GMT
-  Document emailed to Jay Stacy (stacy@mydelraybeach.com) for signature
2026-05-12 - 1:31:38 PM GMT
-  Email viewed by Jay Stacy (stacy@mydelraybeach.com)
2026-05-12 - 1:37:29 PM GMT
-  Document e-signed by Jay Stacy (stacy@mydelraybeach.com)
Signature Date: 2026-05-12 - 1:39:38 PM GMT - Time Source: server - Signature Appearance Selected: IMAGE
-  Document emailed to Paul Narcisse (NarcisseP@mydelraybeach.com) for signature
2026-05-12 - 1:39:43 PM GMT
-  Email viewed by Paul Narcisse (NarcisseP@mydelraybeach.com)
2026-05-12 - 3:28:04 PM GMT
-  Document e-signed by Paul Narcisse (NarcisseP@mydelraybeach.com)
Signature Date: 2026-05-12 - 3:28:46 PM GMT - Time Source: server - Signature Appearance Selected: TYPE
-  Agreement completed.
2026-05-12 - 3:28:46 PM GMT