

Council Meeting of  
January 10, 2012

Honorable Mayor and Members  
Of the City Council  
City Hall  
Torrance, California

Members of the Council:

**SUBJECT: Communications and Information Technology – Approve the purchase of a maintenance service agreement for data network devices.**

**Expenditure: \$75,882.87**

### **RECOMMENDATION**

Recommendation of the Information Technology Director that Council approve the purchase of a SmartNet maintenance service agreement from Cisco Systems, Inc. of San Jose, CA for data network equipment maintenance services in the amount of \$75,882.87.

### **Funding**

Funds are budgeted in the Data Communications program.

### **BACKGROUND**

There are 143 network devices in use throughout the City. These devices transport data between 1000+ workstations, servers, and printers. Software applications such as email, Word, Excel, New Word, GIS, and Internet access rely on the data network functioning properly.

Since 1997, staff has purchased Cisco Systems' SmartNet maintenance services to provide access to diagnostic tools, design tools, knowledge base, telephone technical services, software upgrades and patches, and advance replacement of faulty hardware.

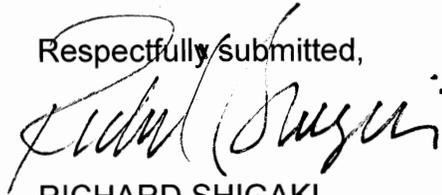
On April 21, 2005, the City entered into a Support Services Agreement with Cisco Systems, Inc. (C2005-026) which covered all SmartNet services. The original agreement term was for one year and would be automatically renewed for successive one-year terms unless either party provides notice to the other of its intent not to renew.

## ANALYSIS

Cisco's SmartNet service is the best source of equipment-specific technical support and the only source of system software necessary to keep network devices operating properly. Live and on-line technical support has proved invaluable over the years when troubleshooting outages or deploying network devices. Timely software upgrades are critical as many are typically released in response to new security vulnerabilities, the availability of advanced features, and growing client performance requirements.

To minimize service costs, only 44 network devices were categorized as "mission critical" and included on the agreement. Staff has judged that these devices, if improperly maintained, could impact the greatest number of users or represent the most costly productivity losses. Paired with our on-site spare parts inventory, the proposed Cisco Systems service agreement enables CIT to effectively maintain network performance and mitigate network downtime.

Respectfully submitted,



RICHARD SHIGAKI  
Information Technology Director

CONCUR:



LeRoy J. Jackson  
City Manager