Council Meeting of
January 9, 2007

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

Members of the Council:

SUBJECT: Communications and Information Technology – Approve maintenance service agreement for data network devices. Expenditure: $44,275.18

RECOMMENDATION

The Information Technology Director recommends that Council approve the renewal of a SmartNet maintenance service agreement with Cisco Systems, Inc. in the amount of $44,275.18 to provide data network equipment maintenance services.

Funding

Funds are budgeted in the Data Communications program.

BACKGROUND

There are 109 network devices in use throughout the City; all but five are Cisco devices. These devices transport data between 1000+ workstations, servers, and printers. Software applications such as email, Word, Excel, PeopleSoft, and GIS rely on the data network functioning properly.

Since 1997, staff has relied upon 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. The City's network now includes more sophisticated enterprise-level devices and, as a result, the SmartNet service agreement has become more expensive and now requires Council approval.

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 36 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,

for RICHARD SHIGAKI
Information Technology Director

CONCUR:

LeRoy J. Jackson
City Manager

for

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