

Council Meeting of
January 10, 2006

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

Members of the Council:

SUBJECT: Purchase a maintenance service agreement from Cisco Systems for the City's data network devices.

Expenditure: \$39,493

RECOMMENDATION

The Information Technology Director recommends that Council approve the renewal of a service agreement to Cisco Systems, Inc. in the amount of \$39,493 to provide data network equipment maintenance services.

Funding

Funds are budgeted in the Data Communications program.

BACKGROUND

There are over 110 network devices in use throughout the City, most of them 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 live technical support and proprietary operating system upgrades. 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 will 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 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 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.

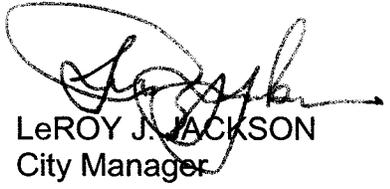
To minimize service costs, only 25 network devices were categorized as "mission critical" and included on the agreement. Staff has judged that these devices, if improperly maintained, could impact the greatest number of users or represent the most costly productivity losses. Paired with our on-site spare parts inventory, the proposed Cisco Systems' service agreement enables CIT to effectively maintain network performance and mitigate network downtime.

Respectfully submitted,



RS RICHARD SHIGAKI
Information Technology Director

CONCUR:


LeROY J. JACKSON
City Manager

Attachment A: Cisco Systems Support Services Agreement C2005-026
(Limited Distribution)

EAG:rs