

Council Meeting of  
October 21, 2008

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

Members of the Council:

**SUBJECT: Communications & Information Technology – Approve the purchase of network storage analysis hardware and software.  
Expenditure: \$50,956.90**

### **RECOMMENDATION**

Recommendation of the Information Technology Director that City Council approve a purchase order with Red Rider Informatics of Long Beach, CA for an amount not-to-exceed \$50,956.90 to acquire a large capacity network data storage device and software to capture and analyze data flowing through our network, including one year of software and hardware licenses, maintenance, and technical support.

### **Funding**

Funding is available in the capital project Network Enterprise Management Suite (FEAP 597, \$45,323.90) and Data Communication's operations budget (\$5,633.00).

### **BACKGROUND**

The City's current data network analysis tools can capture only up to two hours of data due to the limited amount of disk storage available on the PC or laptop upon which the software tools run. The small amount of data that can be captured and stored at any point in time severely limits Staff's ability to analyze data traffic peaks, bottlenecks, and trends for performance monitoring and administration. Thus, we don't have the ability to forecast performance or capacity issues before they become a problem, or the ability to track and diagnose intermittent problems, because we currently don't have enough disk storage capacity to capture network data for long periods of time.

The City has obtained some troubleshooting and data analysis utilities and tools, but having the capacity to store large amounts of network data in order to analyze the data and diagnose a problem is the issue.

## ANALYSIS

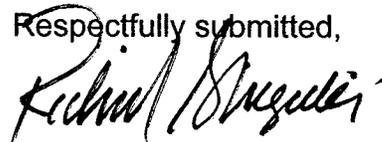
The City's data network transports hundreds of Gigabits (GBs) of data per business day. The ability to capture and store massive amounts of data is needed to be able to analyze, diagnose, and address potential or intermittent problems before they become problems. This capability is also needed to establish performance trends and to collect and analyze network data in order to better understand the network data and traffic using data analysis tools. Having the storage capacity to collect and store massive amounts of network data also gives Staff the ability to conduct network forensics after an outage or problem occurs.

The inability to perform an analysis of data traffic collected and stored before, during, and after a problem occurs, significantly increases the amount of time it takes to diagnose and resolve problems. Council's approval of Staff's recommendation will provide the ability to capture days, weeks, or possibly months' worth of data, thus enabling CIT to quickly isolate the source of persistent problems, analyze detailed data traffic, and construct performance trending models.

The Torrance Municipal Code Section 22.3.19 creates a purchasing exception for computer and networking hardware and software purchases. The Municipal Code states:

"The provisions of this Article do not apply to contracts for the purchase of computer and networking hardware and software. The purchase of computer and networking hardware and software will be done pursuant to regulations and procedures established by the City Manager."

Respectfully submitted,



RICHARD SHIGAKI  
Information Technology Director

CONCUR:

LeRoy J. Jackson  
City Manager

Attachment A: Red Rider Informatics Quote 5703  
Attachment B: Red Rider Informatics Quote 5704

## Confidential Quote



**Company Name:** City of Torrance  
**Attention:** Eric Ngo  
**Address:** 3031 Torrance Blvd.

**Phone:** 310-618-2531  
**Ext:**  
**Fax:**

<b>Quote #:</b>	<b>Quoted By:</b>
5703	RWP

**City, State Zip:** Torrance, CA 90503  
**Email:** engo@torrnet.com

<b>Created:</b>	<b>Printed:</b>
10/1/2008	10/1/2008

Qty	Part Number	Description	Each	Extended
1	GS8TTX2-12	Network Instruments Gigastor 8T Probe, Two Link (4 ports) TX	\$34,091.00	\$34,091.00
1	GSRU4GB	Gigastor Memory Upgrade - 4 GB total	\$1,950.00	\$1,950.00
1	EOBS12X-C	Expert Observer Console (Special console which does not include a local probe)	\$972.00	\$972.00
1	EPA2XE-12	Dual Port 10/100/1000 Advanced Expert Probe Appliance	\$4,707.00	\$4,707.00
1		Sales Tax at 7.75%	\$3,441.90	\$3,441.90
1		Freight	\$162.00	\$162.00
<b>Total:</b>				<b>\$45,323.90</b>

This quotation is valid for 30 days. Applicable Sales tax and freight is NOT included.

200 Pine Avenue, Suite 522, Long Beach, CA 90802-3040 USA Phone: 562.901.6900 Fax: 562.901.6930

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Qty	Part Number	Description	Each	Extended
1	GSSM	Annual Gigastor Software Warranty which includes free software updates, free tech phone support, and major release upgrades	\$2,467.00	\$2,467.00
1	GS8TXX2-W	Annual Hardware Warranty for GS 8T-4P - Return to Depot	\$2,220.00	\$2,220.00
1	EOBS-CM	Annual Software Warranty for Expert Console	\$187.00	\$187.00
1	EPAXXE-M	Annual Software Maintenance Agreement for Advanced Expert Probe	\$564.00	\$564.00
1	EPA2X-W	Annual Hardware Warranty extension for dual port 10/100/1000 Probe Appliance - Depot repair	\$195.00	\$195.00
<b>Total:</b>				<b>\$5,633.00</b>

This quotation is valid for 30 days. Applicable Sales tax and freight is NOT included.

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