

Council Meeting of
January 27, 2009

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 in the amount of \$46,510.40

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 \$46,510.40.

Funding

Funds are budgeted in the Data Communications program.

BACKGROUND

There are 108 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, 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 SmartNet agreement's total cost to support the City's sophisticated enterprise-level transport and security devices 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 term of the original agreement was for one year and will automatically be 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 have proven 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 ever-increasing service costs, only 53 network devices were categorized as "mission critical" and included on the agreement. Staff assessed that if these devices are not properly maintained, a failure that would impact the greatest number of users or represent the most costly productivity losses could occur. Paired with our current on-site spare parts inventory, the proposed Cisco Systems service agreement will enable CIT to effectively maintain network performance and mitigate network downtime to a minimum.

Respectfully submitted,



RICHARD SHIGAKI
Information Technology Director

CONCUR:



LeRoy J. Jackson
City Manager