

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

Members of the Council:

**SUBJECT: Communications & Information Technology – Approve purchase of annual maintenance service agreement for data network devices.
Expenditure: \$73,099.80**

RECOMMENDATION

Recommendation of the Information Technology Director that City Council approve the purchase of an annual maintenance service agreement for data network devices from Cisco Systems, Inc. of San Jose, CA in the amount of \$73,099.80 for the period beginning February 1, 2013, through January 31, 2014.

Funding

Funding is available in the FY 2012-2013 Communications and Information Technology operating budget.

BACKGROUND

There are 151 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 World, GIS, and Internet access rely on the data network functioning properly.

Since 1997, the City has purchased Cisco Systems' SmartNet maintenance services to provide hardware and software maintenance of its Cisco network devices, and access to their diagnostic services and design tools, knowledge base, telephone technical support services, software upgrades and emergency patches, as well as emergency and advance replacement of faulty hardware.

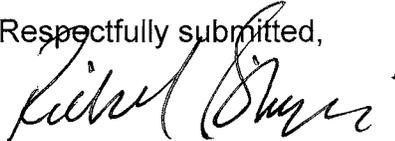
On April 21, 2005, the City entered into a Support Services Agreement with Cisco Systems, Inc. (C2005-026) which covered all SmartNet services. The original agreement term was for one year and would be automatically renewed for successive one-year terms unless either party provides notice to the other 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 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 service costs, only 46 network devices were categorized as "mission critical" and included in the agreement. Staff has determined 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 the Communications and Information Technology department to effectively maintain network performance and mitigate network downtime.

Respectfully submitted,



RICHARD SHIGAKI
Information Technology Director

CONCUR:



LeRoy J. Jackson
City Manager