



STAFF REPORT

DATE: June 18, 2019

TO: Ronald L. Olson, City Manager

FROM: Willie Resto, Executive Director of Information Technology

SUBJECT: Authorize the Award of Cisco SmartNet Services Support and Maintenance

BACKGROUND AND FINDINGS:

The City of Killeen's network is comprised of switches, routers, and security appliances used to provide reliable and secure network connectivity. The City also owns a Call Manager VoIP system for providing telephony service. Cisco equipment was purchased to create this infrastructure that meets current and future City needs. The initial purchase of equipment provided a 12-month period of SmartNet support, this request is for a continuation of the support for the next 12 months. SmartNet service provides escalated assistance, emergency support, and software installs/updates for all Cisco systems and devices. Information Technology requested 12-month pricing plans from multiple Cisco resellers to attain the best pricing available. This purchase is through the Texas DIR purchase program, a cooperative that satisfies the City's bidding requirements pursuant to Texas Local Government Code section 271.102. Information Technology received three quotes from reliable vendors and Netsync Network Solutions provided the best value.

THE ALTERNATIVES CONSIDERED:

1. Purchase Cisco SmartNet Services support and maintenance.
2. Do not purchase Cisco SmartNet Services support and maintenance.

Which alternative is recommended? Why?

Cisco SmartNet's service is designed to maintain the most effective and reliable network. Without the SmartNet support, the City would pay 100% of replacement costs for any of the Cisco hardware devices that fail and forgo assistance. Additionally, costs for any security patches, upgrades, or changes in software or firmware would also be the responsibility of the City. Option one is the recommended option.

CONFORMITY TO CITY POLICY:

The three vendors contacted are all preferred Cisco product resellers on the Texas Directory of Information Resources (DIR) TSO 4167 contract. This purchase request is within the parameters set forth in the State and City purchasing policies.

FINANCIAL IMPACT:**What is the amount of the expenditure in the current fiscal year? For future years?**

Funding for this project is available in the Computer/Software Maintenance account 627-2705-419-4243 in the amount of \$75,178.72. A projected 5% increase in costs was included in the FY2020 proposed budget.

Is this a one-time or recurring expenditure?

This is an annual recurring expenditure.

Is this expenditure budgeted?

Yes

If not, where will the money come from?

N/A

Is there a sufficient amount in the budgeted line-item for this expenditure?

Yes

RECOMMENDATION:

Staff recommends that the City Council authorize the purchase of Cisco SmartNet support and maintenance from Netsync Network Solutions using the Texas Department of Information Resources (DIR) TSO 4167 contract, and that the City Manager or designee be expressly authorized to execute any and all change orders within the amounts set by state and local law.

DEPARTMENTAL CLEARANCES:

Finance

Legal

ATTACHED SUPPORTING DOCUMENTS:

Quotes

Certificate of Interested Parties